SULU STATE COLLEGE
Capitol Site, Bangkal, Patikul, 7401, Sulu

CITIZEN'S CHARTER

HANDBOOK

2026 (1st Edition)

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Office of the Physical Education and Sports Science

INTERNAL SERVICES

Introduction

This Citizen's Charter is set in compliance with the Anti – Red Tape Act of 2007 or Republic Act No. 9485 and with the newly enhanced law, the Republic Act No. 11032, known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018. It contains the College brief history, college vision, mission and values, frontline services offered, service information, Complete Checklist of Requirements, Who May Avail, Client Steps, Agency Action, Fees to Be Paid per Step, Processing Time per Step, Person Responsible Per Step, Total Fees to Be Paid and Total Processing Time. The client, however, is advised that fees, requirements, forms used are subject to change.

SSC service processes include the pledge of commitment is the statement of commitment by the college officials and employees. The redress mechanism outlines the steps clients could take in case the college personnel fail to deliver the service. Customer Feedback Form through which the clients/citizens can provide comments on the delivery of the service.

It is hoped that SSC citizen's charter will serve its purpose of providing information that make its services more efficient and effective for both the client and the service provider. However, this is subject for review and amendment in the future.

Vision, Mission, Philosophy and Core Values Vision

The Sulu State College as Center of Excellence in BARMM, producing globally competitive graduates and as institutional stewards in the development of the region.

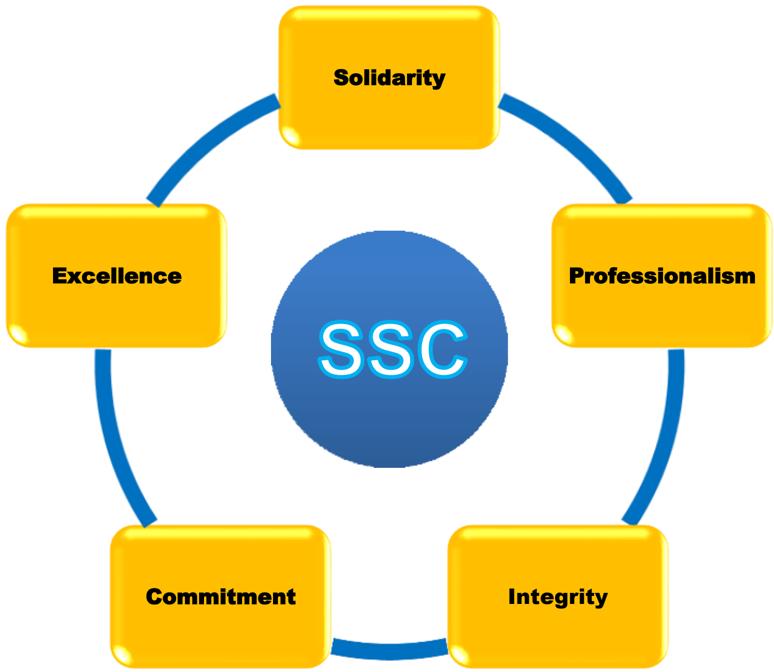
Mission

The Sulu State College is committed to develop academic stalwarts and globally competent professionals; producing cutting edge research, knowledge and technologies for sustainable development; engage in partnerships and viable resource generation programs.

Philosophy

Sulu State College is mandated to provide higher technological, professional, and vocational instruction and training in science, agricultural and industrial fields, as well as short-term technical or vocational courses. It shall promote research, advance studies, and progressive leadership in its areas of specialization (Philippine Batas Pambansa Bilang 208 Section 2). To the latter ends, the college believes in a system of management devolution to affect an efficient and effective supervision of processes and resources for a sustained delivery of quality outputs, the generation of knowledge on a more global orientation, and the provision of its academic resources, to the extent feasible, to institutions both local and international, that are involved in development activities.

CORE VALUES



THE GUIDING VALUES

Underpinning all its aspirations and plans, the College shall be guided by the following principles and values:

Solidarity - displaying a deep commitment to the mission and vision of the College where a collegial and unified system of governance is continuously nurtured and sustained to promote mutual respect and understanding, where effective collaboration motivates all synergistic relationships among its members;

Professionalism - We commit to the highest standards of ethics and professionalism and abide with the Constitution of the Republic of the Philippines and other pertinent government regulations in pursuit of honesty, transparency, efficiency, and effective public service;

Integrity - Unstained credibility and whose reputation is unsullied by the trends of corruption;

Commitment - We are dedicated to meeting the needs of the communities we serve*;*

Excellence - maintaining the highest standards of academic and service excellence in the performance of its mandated functions: instruction, research, and extension.

Goals

1. Produce globally competitive and morally upright graduates.
2. Develop a strong Research Development and Extension (RDE) culture with competent human resource and responsive and relevant researches that are adopted and utilized for development
3. Resource management Effective and efficient generation, allocation, and utilization of resources
4. Contribute to the Socio - Economic Development in Sulu

Objectives

The College aims to:

1. Produce graduates who are ethical, responsible, motivated, pro-active and experts in instruction, production and management, processing and delivery technologies for the agriculture and industrial sectors;
2. Develop technologies that are relevant, problem-solving and directly addressed intended sectors to minimize disaster risk, cope with climate change, enhance the sustainable use of resources and improve productivity;
3. Develop appropriate technology transfer models and community development schemes for greater appreciation and application of science and technology to improve productivity;
4. Establish Agri-ecotourism, Agri-preneurship and industrial enterprises to complement instruction, research and extension functions and for institutional self- reliance to improve fiscal capability;
5. Maintain a morally strong, committed, responsive, and dynamic manpower to effectively carry-out balanced curricular and development programs;
6. Provide adequate state-of-the-art facilities, equipment and infrastructure; and,
7. Provide responsive support services to effectively carryout institutional programs and projects.

Quality Policy

The Sulu State College is committed to provide quality education with international standards and recognition and to be one of the leading producers of academic stalwarts, research and development, and extension in Sulu, the Bangsamoro Autonomous Region in Muslim Mindanao, the country and the world in compliance to local, national, and international statutory and regulatory requirement.

The institution is in full-commitment that every customer receives the highest quality service that exceeds their expectations. In so doing, the management shall continuously monitor, review, and improve the system and processes of the College by maintaining a comprehensive and effective quality management system with reference to the standards and requirements of ISO 9001:2015.

Performance Pledge

We, the officials and employees of Sulu State College, commit to:

- Be the center of academic excellence by providing advanced education, higher technological and professional courses, and training programs in agriculture, education, engineering, arts and sciences, and other relevant fields of study;
- Serve as a catalyst of change, fostering dynamic and competitive cultural capital while promoting advanced instructions, research, extension, and production services;
- Ensure strict compliance with service standards, adhering to reason in the delivery of our frontline services, and providing progressive leadership in our areas of specialization;
- Respond to the changing needs and demands of our clients through empowerment, liberating the Tau-sug from the yoke of mass poverty and ignorance;
- Uphold effective and efficient delivery of academic goods and services among our clientele so as to achieve transparency and accountability, and,

We pledge to provide high – quality, responsive, innovative academic service to our clients, dedicated to serve for the sake of GOD and our country.

I. EXTERNAL SERVICES

OFFICE OF THE ACADEMIC DEANS

COLLEGE OF BUSINESS ADMINISTRATION AND MANAGEMENT

Evaluation of Student's Grade

This process intends to define the controls needed to evaluate the academic status of the student. The controls specified in this procedure is anchored in our instructional operation manual where in it is applied to all officially enrolled student in the college. This covers the activities from the collation of the grading sheet from the instructors up to the releasing of the evaluated grades.

Office or Unit	College of Business Administration and Management			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Copy of Evaluation Form and Student Grading Sheet			College of Business Administration and Management	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Administration of Screening P	Shall do the checking, encoding and evaluating students subjects and grades	None	5 minutes	Department Staff
2. Evaluation and Review	Shall re-evaluate and review the evaluated grades	None	5 minutes	Program Chairperson
3. Approval and Releasing	Shall approve the evaluated grades	None	2 minutes	College Dean
	Total:	**None**	**12 minutes**	

End of transaction

Administration of Oral Examination/Interview for the Freshmen/Transferees

This process intends to define the controls needed whether or not the students are equipped with the basic skill needed in the program. The controls specified in this procedure is anchored in our institutional operational manual wherein it applied to all incoming 1st year students who wish to enroll in the college. This procedure covers the activities from the crafting of the rubrics and screening tools up to the administration and posting of the screening process.

Office or Unit	College of Business Administration and Management			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
College Entrance Test Exam Result			College of Business Administration and Management	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Administration of Screening Process	Shall craft the rubrics and screening tools.	None	15 minutes	
	Administer the screening process			
2. Posting of Official Result of Qualified Enrollees	Shall ensure that the screening process is orderly and properly administered.	None	5 minutes	
	Total:	**None**	**20 minutes**	

End of transaction

SCHOOL OF NURSING

Nursing Aptitude Test (NAT)

This process is a comprehensive assessment to evaluate the essential skills, knowledge and aptitude required for a successful career in nursing. This test is intended to identify candidates who possess the foundational competencies necessary to excel in nursing education and practice.

Office or Unit	School of Nursing			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Qualified Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. College Entrance Exam Result 2. Identification Card 3. Pencil with Eraser (Mongol 2) 4. Test permits 5. 2x2 Picture			1. Admission Office 2. School Graduated 3. Test Taker 4. Clerk/Staff 5. Test Taker	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Secure Evaluation of Grades	Evaluate and Verify takers qualification	None	5 minutes	Clerk
2. Accomplished NAT Application Form and Payment	Received and review application form and proceed for payment	Php 500.00	3 minutes	Clerk/Cashier Staff
3. Secure Permit of Exam	Issue permit of exam to test taker	None	2 minutes	Clerk
	Total:	**Php 500.00**	**10 minutes**	

End of transaction

COLLEGE OF TEACHER EDUCATION

Teacher Aptitude Test (TAT)

The Teacher Aptitude Test is a comprehensive examination designed to measure students' potential, knowledge, skills, strength and preparedness for their future career.

Office or Unit	College of Teacher Education			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Qualified Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. College Entrance Exam Result 2. Identification Card 3. Pencil and Eraser (Mongol 2) 4. Test Permits 5. 2x2 Picture			1. Admission Office 2. School Graduated 3. Test Taker 4. Clerk/Staff 5. Test Taker	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Secure evaluation of grades	1. Evaluate and verify test takers qualification	None	5 minutes	Clerk
2. Accomplished TAT Application Form and Payment	2. received and review application form and proceed for payment	P300.00	3 minutes	Clerk/Cashier Staff
3. Secure permit of exam.	3. Issue permit of exam to test taker	None	2 minutes	Clerk
	Total:	**Php 300.00**	**10 minutes**	

End of transaction

COLLEGE OF ARTS AND SCIENCES

Interview/Oral Examination for First Year/New Students

This is conducted to assess the student's suitability for college, specifically to gauge their communication skills and assess their potential fit with the College's culture and values.

Office or Unit	College of Arts and Science Dean's Office			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. College Entrance Test (CET) results and School Credentials			1. Admission Office	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Request for the College Entrance Result	1.1 Release the Entrance Exam Result	None	3 minutes	Clerk of Admission
2. Proceed to the College of Arts and Sciences and present the College Exam Result and other school credentials	2.1 Evaluate and verify the College Entrance Exam Result and qualified students will be scheduled for interview.	None	5 minutes	Faculty assigned
3. Proceed for interview	3.1 Conduct the interview. Students who passed will be advised to proceed for enrollment	None	15 minutes	Faculty assigned
	Total:	**None**	**23 minutes**	

End of transaction

Evaluation of Grade

This is conducted to evaluate and verify the student's grades and units earned.

Office or Unit	College of Arts and Science Dean's Office
Classification	SIMPLE
Type of Transaction	G2C - Government to Citizens
Who may Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Evaluation Form, Valid School ID, and Certificate of Registration	1. Dean's Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request and secure evaluation form	1.1 Release the evaluation form	None	3 minutes	Clerk
2. Submit the duly accomplished form	2.1 Review and evaluate the submitted accomplished form	None	5 minutes	Clerk
3. Received the evaluation	3.1 Release the accomplished evaluation form	None	2 minutes	Clerk
	Total:	**None**	**10 minutes**	

End of transaction

SCHOOL OF AGRICULTURE

Student Evaluation

This service provides issuance to students applying for scholarship, shifting, transfer, readmission, job application and master's degree.

Office or Unit	School of Agriculture – OSS
Classification	SIMPLE
Type of Transaction	G2C - Government to Citizens
Who may Avail:	SOA Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Form	1. SOA-OSS

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Secure an Evaluation Request Form from the Dean's Office (Clerk)	1.1 Provide request form	None	5 minutes	Clerk
2. Prepare screenshots of grades from Student Portal	2.1 Verify completeness of records	None	5-10 minutes	Student
3. Process Evaluation Form	3.1 Form prepared by the Clerk	None	15 minutes	Clerk
4. Get the from noted by the Program Chair	4.1 Review and sign evaluation	None	10 minutes	Program Chair
5. Get the form approved by the Dean	5.1 Dean signs final approval	None	5 minutes	Dean
	Total:	**None**	**50 minutes**	

End of transaction

Adding/Dropping of Subjects

This service provides issuance to students to officially add or drop subjects during the enrolment period.

Office or Unit	School of Agriculture – OSS			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	SOA Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
2. Request Form			2. SOA-OSS	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Purchase Adding/Dropping Form at the Cashier	1.1 Issue the form	P_ (as per college policy)	5 minutes	Cashier
2. Fill out the form and submit to Dean's Office for approval	2.1 Verify the request and approve	None	10 minutes	Dean
3. Pay the required fees at the Cashier	3.1 Issue official receipt	(as per college policy)	5 minutes	Cashier
4. Proceed to MIS Office for encoding of subject changes	4.1 Process official subject adjustments	None	10 minutes	MIS Staff
5. Print Certificate of Registration (COR) for verification	5.1 Issue updated COR	None	5 minutes	MIS Staff
	Total:	P_ (as per college policy)	**35 minutes**	

End of transaction

Compliance of INC

This service provides issuance to students to complete and process grades for INC subjects.

Office or Unit	School of Agriculture – OSS			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	SOA Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
3. Completion Form			3. SOA-OSS	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Purchase Completion Form from Cashier	1.1 Issue the form	P_ (as per college policy)	5 minutes	Cashier
2. Fill out the form and have it signed	2.1 Verify details and sign	None	10 minutes	Instructor
3. Proceed to Dean's Office for approval	3.1 Review and approve compliance	None	10 minutes	Dean
4. Proceed to instructor/adviser for grade compliance	4.1 Submit requirements and finalize grades	None	Varies	Adviser
5. Submit a copy of the INC Compliance Form to Registrar and Dean	5.1 Process for record updates	None	5 minutes	Registrar, Dean
	Total:	P_ (as per college policy)	**30 minutes**	

End of transaction

Selection of Research Adviser

The service ensures students are assigned an appropriate Research Adviser based on their research topic and specialization.

Office or Unit	School of Agriculture – OSS
Classification	COMPLEX
Type of Transaction	G2C - Government to Citizens
Who may Avail:	SOA Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	1. SOA-OSS

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit proposed Research Topics to the Research Instructor	1.1 receive and review the proposed topics	None	5-7 working days	Research instructor
2. Research Instructor evaluates and suggests revisions (if necessary)	2.1 provide feedback and approve topics	None	3-5 working days	Research instructor
3. Endorsement of Research Adviser by the Program Chairperson/Coordinator/Dean	3.1 identify and approve Research Adviser based on expertise	None	3-5 working days	Program Chairperson/Dean
4. Research Adviser appointment letter is issued	4.1 officially signed the Adviser	None	3 working days	Program Chairperson/Dean
5. Student consults with the assigned Research Adviser	5.1 Adviser provides research guidance	None	Based on consultation schedule	Research Adviser
	Total:	None	14 working days	

End of transaction

SCHOOL OF SOCIAL WORK

Social Work Aptitude Test (SWAT)

This process is a comprehensive assessment to evaluate the essential skills, knowledge and aptitude required for a successful career in social work. This test is intended to identify candidates who process the foundational competencies necessary to excel in social work education and practice.

Office or Unit	SCHOOL OF SOCIAL WORK			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Qualified Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. College Entrance Exam Results			Admission Office	
2. Identification Card			School Graduated	
3. Pencil with Eraser (Mongol 2) & Black Ballpen			Test Taker	
4. Test permits			Clerk/Staff	
5. One (1)2x2 picture			Test Taker	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Secure Evaluation of Grades	Evaluate and verify takers qualification	None	5 minutes	Clerk
2. Accomplished SWAT Application Form and payment	Received and review application form and proceed for payment	Php 250.00	3 minutes	Clerk/Cashier's Staff
3. Secure permit of exam	Issue permit of exam to test taker	None	2 minutes	Clerk
	Total:	**None**	**10 minutes**	

End of Transaction

Interview Process

This process is a structured assessment designed to evaluate the student applicant's motivation, communication skills, values, and sustainability for the Social Work program. The interview aims to ensure that qualified and committed applicants are admitted to the program.

Office or Unit	SCHOOL OF SOCIAL WORK			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Qualified Students who passed the SWAT			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. SWAT Result/Permit of Exam			School of Social Work	
2. Identification Card			Applicant	
3. Interview Schedule Slip			School of Social Work	
4. Accomplished Interview form			Clerk/Staff, School of Social Work	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit SWAT Result and requirements	Review and verify applicant's eligibility	None	5 minutes	Clerk
2. Attend Scheduled Interview	Conduct interview and assess applicant	None	15 minutes	Faculty/Interview Panel
3. Receive Interview result	Record and release interview result	None	5 minutes	Clerk
	Total:	**None**	**25 minutes**	

End of Transaction

Posting and Processing of Enrollment

This process covers the posting of the official list of qualified applicants and the processing of their enrollment to the Social Work program. It ensures that only eligible applicants are properly informed, validated, and officially enrolled.

Office or Unit	SCHOOL OF SOCIAL WORK
Classification	SIMPLE
Type of Transaction	G2C - Government to Citizens
Who may Avail:	Qualified Applicants who passed the Interview Process

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Official Notice of Qualification	School of Social Work
2. Interview Result	School of Social Work
3. Admission Slip/Enrollment Form	Registrar/ School of Social Work
4. Identification Card	Applicant
5. One (1) White long folder with one (1) 2x2 picture with name tag	Applicant

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Check posted list of qualified applicants	Post and publish the official list of qualified applicants	None	5 minutes	Clerk/Staff
2. Submit enrollment requirements	Receive and verify enrollment documents	None	10 minutes	Clerk
3. Processing of enrollment	Encode, evaluate, and process enrollment records	None	10 minutes	Clerk/Registrar Staff
4. Confirmation of enrollment	Issue enrollment confirmation to applicant	None	5 minutes	Clerk
	Total:	**None**	**30 minutes**	

End of Transaction

COLLEGE OF COMPUTING STUDIES

Enrollment Process

The Enrollment and Registration Service at Sulu State College facilitates students' official admission and subject registration for the current semester. This service ensures that eligible students are properly enrolled, registered in their courses, and recorded in the institution's academic system.

Office or Unit	COLLEGE OF COMPUTING STUDIES			
Classification	COMPLEX			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Freshmen, Transferees, and Continuing Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Duly Accomplished Enrollment Process Form 2. Medical Clearance 3. Admission Requirements (for Freshmen/Transferees) 4. Approved Subject Evaluation Slip 5. Assessment Form			Admission Office Infirmary Previous School College office College office	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Proceed to Infirmary for medical clearance	Conduct medical screening and Sign form	None	5 minutes	Infirmary Staff
1. Submit form to Admission Office	Verify admission documents	None	10 minutes	Admission Office
2. Proceed to College (Evaluation & Advising)	Evaluate credentials and approve subject load	None	10-15 minutes	College Evaluator/ Adviser
3. Subject Assessment	Encode subjects and prepare assessment	None	10-15 minutes	Faculty
4. Proceed to PESS Office (PATHFIT)	Approve PATHFIT subject	None	5-10 minutes	PESS Coordinator
5. Proceed to Cashier	Issue Certificate of Registration	None	5-10 minutes	Cashier's Staff
6. Proceed to Registrar	Finalize enrollment and issue Certificate of Registration (COR)	None	5-10 minutes	Registrar's Office Staff
7. Proceed to OSAS	Validate student record	None	5 minutes	OSAS Staff
8. Proceed to Digital Transformation Office	Activate student portal / ID processing	None	5 minutes	DTO Staff
9. Proceed to College	Approval	None	5 minutes	Dean
	Total:	**None**	Approximately 1–2 hours	

End of Transaction

Preparation of Teaching Loads and Assignments

This procedure covers the activities from ensuring that the loads and assignments of the faculty are within the guidelines of the civil service up to the submission of the prepared teaching loads and assignments to the VPAA for the recommending approval and to the College President for the final approval.

Office or Unit	COLLEGE OF COMPUTING STUDIES
Classification	COMPLEX
Type of Transaction	G2C - Government to Citizens
Who may Avail:	Academic dean, programs head and faculty

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Submission of the Official Copy of Teaching Loads and Assignments	Program head office/Dean
2. Review and Evaluation	Office of the Vice President
3. Approval of TLA	Office of the President
4. Distribution of Approved TLA	Dean's Office

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submission of the Official Copy of Teaching Loads and Assignments	a. The Academic Dean prepares TLA b. Academic Deans prints TLA in 4 copies c. The Academic Dean submits printed copies of teaching loads and assignments to the office of the Vice President for Academic Affairs	None	5-10 minutes	PROGRAMS HEAD AND DEAN
2. Review and Evaluation	VPAA reviews the following items in the TLA: -field of specialization of each faculty member -the school prospectus/curriculum -total load assigned to each -endorses validated TLA to the college president for approval	None	5-10 minutes	Vice President Office

	B. Validates the teaching loads and assignments and C. The VPAA then forwards the reviewed and validated teaching loads and assignments to the office of the college President for the final approval.			
3. Approval of TLA	A. The College President reviews the endorsed TLA B. Approves endorsed TLA and forwards to staff C. Informs respective academic deans of the approve TLA D. Staff from academic deans retrieves approved TLAs	None	5 minutes	Office of the President
4. Distribution of Approved TLA	Staff from Academic dean distributes copies of the TLAs to the concerned offices (Accounting, VPAA, MIS)	None	5 minutes	Staff
	Total:	**None**	Approximately 1–2 hours	

End of Transaction

Evaluation of Students' Grades

This procedure intends to evaluate the academic status of the students. The controls specified in this procedure is anchored in our institutional manual wherein it is applied to all official enrolled students in Sulu State College that covers the activities from the collation of the grading sheets from the instructors up to the releasing of the evaluated grades.

Office or Unit	COLLEGE OF COMPUTING STUDIES			
Classification	COMPLEX			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Alumni and Continuing Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Checking and submission 2. Evaluation and Review 3. Approval and Releasing			Clerk office Program chairperson office Dean office	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Checking and Submission	A. The clerk checks and prints the students' subjects and grades from the system. B. The clerk submits the evaluation form to the program chairperson.	None	5 minutes	Clerk
2. Evaluation and Review	A. The Program Chairperson shall review the official grading sheets B. The Program Chairperson shall evaluate the submitted evaluation sheets The Program Chairperson shall submit the reviewed and evaluated grades to the Academic Dean for final review and approval.	None	5 minutes	Program Chairperson
3. Approval and Releasing	The Academic Dean approves the evaluated grades and releases the result of the evaluation	None	5 minutes	Dean
	Total:	**None**	**15 minutes**	

End of Transaction

Conduct of Make-Up Classes

The controls specified in this procedure is anchored in our institutional operational manual wherein it is applied to all instructors who will conduct the make-up classes in the institution- Sulu State College. This procedure covers the activities from the instructor's crafting of letter of approval up to the conduct of the make-up class/es.

Office or Unit	COLLEGE OF COMPUTING STUDIES
Classification	COMPLEX
Type of Transaction	G2C - Government to Citizens
Who may Avail:	STUDENTS

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of intent	Faculty
2. Approved letter of intent	Dean

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submission of the letter of intent	The instructor creates and prints a letter of intent And submits the letter of intent to the office of the academic dean.	None	5 minutes	Faculty
1. Approval of the letter of intent	The Academic Dean reads the submitted letter of intent and approves the submitted letter of intent.	None	5 minutes	Dean
2. Request of the available classroom	The instructor requests the approval of the Academic Dean regarding the utilization of classroom for the make up class/es	None	5 minutes	Faculty
3. Conduct of make up class/es	The instructor informs the students with regards to the schedule and venue for the make up class/es And The instructor conducts the approved make up class/es	None	5 minutes	Faculty

	Total:	**None**	**20 minutes**	

End of Transaction

Student Internship

The controls specified in this procedure is anchored in our institutional operational manual wherein it is applied to all student interns determined by the institution- Sulu State College. This procedure covers the activities from the submission of the official list of the qualified student interns up to the deployment to their respective field/station.

Office or Unit	COLLEGE OF COMPUTING STUDIES			
Classification	Complex			
Type of Transaction	Government to Citizens			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Submission of List of the Qualified Students for Internship 2. Review and validation 3. Approval of the SIP 4. Letter of Request to the Deployment Agency 5. Signing of Memorandum of Agreement 6. Conduct of Student Internship Orientation 7. Deployment of Student Interns			Chairperson office Vice president office College president Office Dean Program adviser Program adviser Dean and program adviser	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submission of the Official List of Qualified Students for Internship	The Program Adviser prepares and prints the list of qualified student interns B. The Program Adviser submits printed copies of the list of qualified student interns to the office of the Academic Dean.	None	5 minutes	Program Adviser
2.Preparation of the Student Internship Program	A. The Academic Dean reviews the submitted list of qualified students for internship.	None	5 minutes	Dean

	B. The Academic Dean and the Program adviser prepare the Student Internship Program. C. The Academic Dean reviews that the SIP is within the guidelines of the civil service. D. The Academic Dean submits the Student Internship Program to the office of the VPAA for review and validation.			
3. Review and Validation	A. VPAA reviews and validates that the submitted SIP is within the Civil Service Guidelines. B. The VPAA then forwards the reviewed and validated SIP to the office of the College President for final approval.	None	5 minutes	Vice President
4. Approval of Student Internship Program	A. The College President reviews the endorsed SIP. B. Approves endorsed SIP and forwards to staff. C. Informs respective academic dean of the approved SIP	None		College President

	D. Staff from academic deans retrieves approved SIP			
4. Submission of the Letter of Request to the Deployment Agency	A. The Academic Dean prepares and prints the letter of request addressed to the head of the deployment agency. B. The Academic Dean submits the letter of request to the head of deployment agency.	None	5 minutes	Dean
5. Signing of Memorandum of Agreement	A. The Program Adviser prepares the Student Internship orientation matrix and design. B. The Program Adviser submits the Student Internship orientation matrix and design to the office of the Academic Dean for review and approval. C. The Academic Dean reviews and approves the submitted matrix D. The Program Adviser arranges the schedule of		1-2 hours	Program adviser/ faculty

	the Student Internship orientation E. The Program Adviser notifies the qualified student interns re the conduct of the student internship orientation. F. The Program Adviser conducts the student internship orientation			
6. Student's Deployment	A. The Program Adviser submits the official list of the Student Interns to the Deployment Agency	**None**		Program adviser
	Total:	**None**	Approximate 2-3 hours	

End of transaction

SCHOOL OF COMPUTER ENGINEERING

Department Services/Transactions

The School of Computer Engineering provides academic and student support services related to enrollment, scheduling, evaluation, identification, and research activities. These services ensure proper academic processing and documentation of students within the department.

Office or Unit	School of Computer Engineering
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail:	Currently Enrolled Computer Engineering students

SERVICES OFFERED

- ✓ Enrollment /Registration
- ✓ Scheduling of Classes or Examination
- ✓ Request for Evaluation
- ✓ Lost and found
- ✓ ID Processing/Renewal
- ✓ Research / Project Proposal Submission (students)
- ✓ Students excuse Notice

1. ENROLLMENT/REGISTRATION

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished Enrollment Form	Department Office
2. Approved Subject Evaluation Slip	Faculty Adviser
3. Assessment Form	Faculty

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit enrollment documents	Verify documents and subject load	None	5 minutes	School Staff
2. Proceed to Faculty Adviser	Evaluate and approve subject load	None	5 minutes	Faculty Adviser
	Total:	**None**	**10 minutes**	

2. SCHEDULING OF CLASSES OR EXAMINATIONS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Scheduling Request	Department Office

PROCESSING STEPS

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Scheduling request	Review schedule availability	None	10 minutes	School Staff
2. Receive approved schedule	Issue final class/exam schedule	None	5 minutes	Dean
	Total:	**None**	**15 minutes**	

3. REQUEST FOR EVALUATION

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Request Form/Letter 2. Academic Records			Faculty Evaluator/Staff Students	
PROCESSING STEPS				
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit Evaluation request	Review academic records	None	15 minutes	Faculty
2. Receive evaluation result	Issue sign evaluation	None	2 minutes	Dean
	Total:	**None**	**17 minutes**	
4. LOST AND FOUND				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Valid ID			Students	
PROCESSING STEPS				
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Report or claim lost item	Record item details	None	5 minutes	School Staff
2. Claim item	Verify ownership and release item	None	5 minutes	School Staff
	Total:	**None**	**10 minutes**	
5. ID PROCESSING/RENEWAL				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. ID Application /Renewal Form			OSAS Office	
2. Proof of Enrollment			Students	
PROCESSING STEPS				
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit ID Application/Renewal	Verify student status	None	2 minutes	OSAS Office
	Total:	**None**	**2 minutes**	
6. RESEARCH/PROJECT PROPOSAL SUBMISSIONS (STUDENTS)				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Printed and Soft copy of Proposal 2. Adviser's Endorsement			Students Faculty Adviser	
PROCESSING STEPS				
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit research/project proposal	Receive and log submission	None	5 minutes	School Staff
2. Receive endorsement	Forward to review committee	None	5 minutes	Dean
	Total:	**None**	**10 minutes**	
7. Student's excuse Notice				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	

1. Excuse letter/reason of being absent 2. Approval 3. Excuse Slip 4. Acceptance of excuse			Parents/Guardian Faculty Instructor Dean's Office/Clerk Dean's signature	
PROCESSING STEPS				
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Students must submit the excuse letter to the subject teacher	Signature/confirmation	None	2 minutes	Subject Instructor
2. Submit the approve excuse letter to Clerk	Issuance of excuse slip	None	2 minutes	Clerk
3. Acquire Signature from the dean	Receiving / Release of excuse letter	None	2 minutes	Dean/Clerk
	Total:	**None**	**6 minutes**	

SCHOOL OF CRIMINAL JUSTICE EDUCATION

Application for Criminology Aptitude Test (CrAT)

The Criminology Aptitude Test is a standardized assessment administered to applicants of the Bachelor of Science in Criminology program to evaluate their academic readiness, logical reasoning, ethical judgment, and suitability for the discipline. It serves as a screening mechanism to ensure that prospective students possesses the fundamental competencies and values necessary for criminology education and professional training.

Office or Unit	School of Criminal Justice Education
Classification	Simple
Type of Transaction	G2C – Government to Citizens
Who may Avail:	Qualified Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. College Entrance Exam Result	1. Admission Office
2. Identification Card	2. Previous School
3. Pencil with Eraser (No. 2)	3. Test Taker
4. Test Permits	4. Clerk/Staff
5. 2x2 Pictures	5. Test Taker

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Secure Evaluation of Grades	Evaluate and Verify takers qualification	None	5 minutes	Clerk
2. Accomplished CrAT Application Form and Payment	Received and review application form and proceed for payment	Php 250.00	3 minutes	Clerk/Cashier Staff
3. Secure Permit of Examination	Issue permit of exam to test taker	None	2 minutes	Clerk
	Total:	Php 250.00	10 minutes	

End of Transaction

Interview/Oral Examination for Incoming Freshmen/New Students

This service refers to the assessment of students' communication and reading comprehension skills, as well as their aptitude and readiness for the BS Criminology program.

Office or Unit	School of Criminal Justice Education			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail:	Incoming Freshmen/New Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. College Entrance Test (CET) Result 2. Criminology Aptitude Test (CrAT) Result 3. School Credentials			1. Admission Office 2. Admission Office 3. Previous School	
Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Request a copy of the College Entrance Test (CET) results	Release the College Entrance Test (CET) results	None	1 minute	Clerk of Admission Office
2. Proceed to the SCJE Building and present the CET results together with school credentials	Review and assess the CET results and submitted documents. If qualified, the student will be scheduled for an interview/oral examination	None	5 minutes	Assigned Faculty at the SCJE Building
3. Attend the scheduled interview/oral examination	Conduct the interview/oral examination; Qualified students will be advised to proceed with enrollment process.	None	10 minutes	Assigned Faculty at the SCJE Building
	Total:	**None**	**16 minutes**	

End of Transaction

Evaluation of Grades and Verification of Credit Units

This service refers to the evaluation of a student's academic records and the verification of completed units. The purpose is to ensure that the student's academic status and records in the school are accurate and properly updated.

Office or Unit	School of Criminal Justice Education			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Grades Evaluation Form 2. Certificate of Registration (COR)			1. Dean's Office 2. Student/Registrar	
Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Secure Grades Evaluation Form	Provide the Grades Evaluation Form	None	1 minute	Clerk
2. Submit the accomplished form to the Dean's Office	Evaluate and verify the submitted form and academic records.	None	5 minutes	Clerk
3. Receive the evaluated/verified copy of the form	Release the evaluated/verified form.	None	1 minute	Clerk
	Total:	**None**	**7 minutes**	

End of Transaction

Laboratory Use and Equipment Borrowing

This service ensures that students can access specialized facilities such as the Crime Scene Room, Polygraphy Lab, and Forensic Chemistry equipment for academic research or practical exercises.

Office or Unit	Criminology Specialized Laboratory			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail:	Enrolled SCJE Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Approved Lab Request Form 2. Valid Student ID			1. Dean's Office 2. Student	
Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Present Request Form and Valid Student ID	Verify schedule and equipment availability.	None	1 day	Laboratory Custodian
2. Conduct visual inspection of equipment.	Log serial numbers and condition of items.	None	5 minutes	Laboratory Custodian
3. Use Laboratory	Grant access and provide equipment	None	Per session	Laboratory Custodian
4. Return Materials/ Equipment after use	Inspect and record usage	None	Immediately	Laboratory Custodian
5. Report Issues (In case of damage)	Record Incident	None	1 day	Laboratory Custodian

End of Transaction

Academic Counseling Services

Academic Counseling is a developmental process provided to students to help them overcome academic challenges, improve their scholastic performance, and make informed decisions regarding their educational path within the Criminology program.

Office or Unit	School of Criminal Justice Education
Classification	Simple
Type of Transaction	G2C – Government to Citizens
Who may Avail:	SCJE Students (At-risk, Shifters, or Voluntarily seeking guidance)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Student Profile / Cumulative Record 2. Latest Evaluation of Grades 3. Referral Slip (if referred by a faculty member)	1. Dean's Office 2. Dean's Office / Registrar's Office 3. Subject Instructor

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Log-in and present Referral Slip or Request for Counseling	Verify student records and schedule availability.	None	1 minute	Clerk of SCJE
2. Undergo Intake interview and Counseling Session	Conduct one-on-one session to identify academic dilemmas.	None	As scheduled	Dean/Class Adviser
3. Sign the Counseling Agreement/Plan of Action.	Document the intervention and provide a copy to the student.	None	1 minute	Dean
4. Receive Referral Slip (if professional guidance is needed).	Issue referral to the Guidance Office, if applicable.	None	1 day	Dean

End of Transaction

Application for Internship Deployment

The Internship Deployment process facilitates the placement of senior Criminology students into partner law enforcement agencies (PNP, BJMP, BFP) to acquire hands-on experience in public safety and criminal justice operations.

Office or Unit	**School of Criminal Justice Education**			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail:	Enrolled 4th Year Criminology Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Notarized Waiver and Parent's Consent 2. Medical Certificate 3. Accomplished Internship Application Form 4. Evaluation of Grades (No Deficiencies)			1. Office of the Student Affairs and Services 2. Dean's Office/School Infirmary 3. Dean's Office 4. Dean's Office	
Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Submit complete folder of requirements.	Review and verify the authenticity of documents.	None	10 minutes	Internship Coordinator
2. Attend the mandatory Pre-Deployment Briefing.	Conduct orientation on agency rules and conduct.	None	3 Hours	SCJE Dean / Internship Coordinator
3. Receive Official Endorsement Letter.	Issue endorsement to specific agency.	None	1 day	Clerk

End of Transaction

OFFICE OF THE CURRICULUM AND INSTRUCTION

Syllabi Audit

The Syllabi Audit is a quality assurance service conducted to evaluate, review, and validate course syllabi to ensure alignment with institutional standards, Outcomes-Based Education (OBE) principles, Program Learning Outcomes (PLOs), industry competency requirements, and CHED policies. The audit ensures curricular coherence, compliance, instructional consistency, and readiness for accreditation and external.

Office or Unit	Office of the Director for Curriculum and Instruction/Academic Deans/QA
Classification	Internal Service
Type of Transaction	G2G - Government to Government (Internal Academic Unit to Curriculum Office)
Who may Avail:	College Deans, Departments Heads, and Faculty Members

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Curriculum (latest version)	Dean's Office/Curriculum Office
2. Course Syllabi (soft and/or hard copy)	Concerned Faculty Member
3. Course Learning Outcomes (CLO) Mapping Matrix	Department Head
4. Program Learning Outcomes (PLO) Matrix	Curriculum Office
5. Course Outline with Assessment Plan	Concerned Faculty Member

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit formal request	Receive, record, and acknowledge the request	None	5 minutes	Staff
2. Submit course syllabus and required attachments	Verify completeness of documents	None	1 day	Staff
	Conduct detailed technical review (CLO-PLO alignment, OBE compliance, content relevance, assessment alignment).	None	3-5 working days	Curriculum Director/Syllabi Audit Committee/ Department Head
	Prepare and issue Syllabi Audit Report with findings and recommendations.	None	2 working days	Curriculum Director
3. Receive Audit Report and comply with recommendations if necessary.	Review revised submission and issue compliance confirmation	None	2 working days	Curriculum Director

Total:	**None**	**8-10 working days (upon receipt of complete documents)**	

End of Transaction

Curriculum Review/Revision

The Curriculum Review is a structured academic quality assurance process conducted to evaluate, update, and enhance academic programs to ensure alignment with CHED policies, Outcomes-Based Education (OBE) principles, industry standards, institutional vision and mission, and emerging global trends. The review ensures curriculum relevance, coherence, compliance, and responsiveness to workforce and community needs.

Office or Unit	Office of the Director for Curriculum and Instruction/Academic Deans/ QA
Classification	Internal Service
Type of Transaction	G2G - Government to Government (Internal Academic Unit to Curriculum Office)
Who may Avail:	College Deans, Department Heads, and Faculty Members

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Formal Request Letter/ Memorandum for Curriculum Review/Revision	Requesting College
2. Approved Existing Curriculum	Dean's Office/Curriculum Office
3. CHED Memorandum Order (CMO) applicable to the program	CHED Website/ Curriculum Office
4. Program Learning Outcomes (PLOs)	Department Head
5. Curriculum Mapping Matrix (CLO-PLO Alignment)	Department Head
6. Industry Consultation/Stakeholder feedback (if applicable)	College/ External Partners
7. Tracer Study Results (if available)	QA Office/ Research Office

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit formal request	Receive, record, and acknowledge the request.	None	5 minutes	Staff
2. Submit curriculum documents and supporting data	Conduct preliminary document verification	None	1 day	Staff

	Conduct comprehensive curriculum evaluation (OBE alignment, CMO compliance, benchmarking, industry relevance, vertical and horizontal articulation)	None	5-10 working days	Dean/Curriculum Director/Curriculum Review Committee/ Department Head
	Prepare Curriculum Review Report with findings and recommended revisions.	None	2 working days	Curriculum Director
3. Receive findings and submit revised curriculum proposal (if required)	Evaluate revised submission and endorse for Academic Council approval.	None	2 working days	Dean/Curriculum Director/ Academic Council
4. Await approval	Issue Curriculum Review Approval/Endorsement	None	2 working days	VPAA/President/ Board of Trustees
	Total:	**None**	10 to 15 working days (upon receipt of complete documents), Processing time may vary depending on the complexity of revisions and number of programs under review.	

End of Transaction

OFFICE OF THE COLLEGE REGISTRAR

Issuance of Transcript of Records and/or Honorable Dismissal

This refers to students' School Credentials that they may request from the college for their employment and for other legal purposes.

Office or Unit	REGISTRAR'S OFFICE
Classification	SIMPLE
Type of Transaction	G2C - Government to Citizens
Who may Avail:	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
School ID, any valid ID, Authorization Letter for authorized Representative	Office of the Registrar

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Secure form 1 (Request form)	Release the request form I	None	1 minute	Clerk
2. Fill out the form, secure the signature of Librarian, School Dean and Cashier, and submit the accomplished form to the office.	Accept the accomplished form and give schedule for the releasing of TOR	None	1 minute	Clerk
3. Wait for the Issuance of TOR	Processing of TOR	None	2 days	Clerk
4. Present the claiming stub.	Release the unsigned TOR	None	1 minute	Clerk
5. Proceed to cashier for payment	Accept the unsigned TOR and issue official Receipt	P50 per page	2 minutes	Cashier office
6. Proceed to Registrar's office for signature	Accept unsigned TOR together with the official Receipt for signature	None	5 minutes	Clerk
7. Receive the signed TOR	Release the Signed TOR		1 minute	Clerk
	Total:	**Php 50.00**	**2 days and 11 minutes**	

End of transaction

Issuance of Diploma or Proficiency Certificates

This refers to students' School Credentials that they may request from the college for their employment and for other legal purposes.

Office or Unit	REGISTRAR'S OFFICE			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
School ID, any valid ID, Authorization Letter for authorized Representative			Office of the Registrar	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Secure form 1 (Request form)	Release the request form I	None	1 minute	Clerk
2. Fill out the form, secure the signature of Librarian, School Dean and Cashier, and submit the accomplished form to the office.	Accept the accomplished form and give schedule for the releasing of DIPLOMA	None	1 minute	Clerk
3. Wait for the Issuance of Diploma	Release of DIPLOMA	None	3 minutes	Clerk
	Total:	**None**	**5 minutes**	

End of transaction

Re-Issuance of Transcript of Records and/or Diploma

This refers to the Replacement of the copy of Students' School Credentials that they may request from the college for their employment and for other legal purposes which has been lost and its beyond recovery.

Office or Unit	REGISTRAR'S OFFICE			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
School ID, any valid ID, Authorization Letter for authorized representative, Affidavit of Loss			Office of the Registrar	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Secure form 1 (request form)	Release the request form I	None	1 minute	Clerk
2. Fill out the form, secure the signature of Librarian, School Dean and Cashier, and submit the accomplished form to the office.	Accept the accomplished form and give schedule for the releasing of TOR and Diploma	None	1 minute	Clerk
3. Wait for the Re-issuance of TOR and / or Diploma	Processing of TOR and / or Diploma	None	2 days	Clerk
4. the Presen t claiming stub.	Release the unsigned TOR and/ or Diploma	None	1 minute	Clerk
5. Proceed to cashier for payment	Accept the unsigned TOR and / or Diploma, and issue official Receipt	P50 per page	2 minutes	Cashier office
6. Proceed to Registrar's office for signature	Accept the unsigned TOR and / or Diploma together with the official Receipt for signature	None	5 minutes	Clerk
7. Receive the signed TOR and/ or Diploma	Release the Signed TOR and/ or Diploma	None	1 minute	

	Total:	Php 50.00	2 days, 11 minutes	

End of transaction

Issuance of Certification

This refers to students' School Credentials that they may request from the college for their employment and for other legal purposes.

Office or Unit	REGISTRAR'S OFFICE			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
School ID, any valid ID, Authorization Letter for authorized representative			Office of the Registrar	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Secure form 1 (request form)	Release the request form I	None	1 minute	Clerk
2. Fill out the form, secure the signature of Librarian, School Dean and Cashier, and submit the accomplished form to the office.	Accept the accomplished form and release the unsigned Certification	None	5 minutes	Clerk
3. Proceed to Cashier for payment	Accept the unsigned certification and Issue Official Receipt	P 20.00 per set	3 minutes	Cashier Office
4. Proceed to Registrar Office for signature.	Accept the unsigned certification together with the Official Receipt for signature	None	5 minutes	Clerk
5. Receive the signed certification	Release the Signed certification	None	1 minute	Clerk
	Total:	**Php 20.00**	**15 minutes**	

End of transaction

Issuance of Completion Form

This refers to students' update of their incomplete grades during the course of their study which has not yet lapsed.

Office or Unit	REGISTRAR'S OFFICE			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
School ID, an Authorization Letter for authorized Representative			Office of the Registrar	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Secure Referral Slip	Validate and Release the Referral Slip	None	1 minute	Clerk
2. Proceed to Cashier for payment	Accept the Referral Slip, and Issue Official Receipt	P 30.00 per set	3 minutes	Cashier Office
3. Proceed to Registrar Office for completion form	Accept the Referral Slip together with the Official Receipt	None	3 minutes	Clerk
4. receive the Completion form	Release the Completion form	None	1 minute	Clerk
5. Proceed to their respective subject teachers for compliance	Indicate the computed grade and sign the Completion form	None	2 minutes	Subject Teachers
6. Proceed to School Dean for signature	Accept and sign the Completion Form	None	2 minutes	Dean
7. Proceed to the Registrar's Office for	Accept the Accomplished	None	2 minutes	Clerk
8. Received the accomplished Completion Form	Release the Accomplished Completion Form	None	1 minute	Clerk
	Total:	**Php 30.00**	**15 minutes**	

End of transaction

Issuance of Certificate of Registration

This refers to students' certification that they are Officially enrolled in the College.

Office or Unit	REGISTRAR'S OFFICE			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Pre- Registration Form			Office of the Registrar	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Present the Pre-Registration Form	Accept Pre-Registration Form and Print the Certificate of Registration (COR)	None	2 minutes	Clerk
2. Receive Certificate of Registration (COR)	Release the Certificate of Registration (COR)	None	1 minute	Clerk
	Total:	**None**	**3 minutes**	

End of transaction

Issuance of Changes in Registration Form

This refers to changes in the Subjects of the Students for the semester in order to update and aligned their subjects with the curricular offering.

Office or Unit	REGISTRAR'S OFFICE			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Certificate of Registration (COR)			Office of the Registrar	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Present the Certificate of Registration (COR)	Accept and Verify the Certificate of Registration (COR)	None	1 minute	Clerk
2. Receive Certificate of Registration (COR) together with the Changes in Registration Form	Release the Certificate of Registration (COR) together with the Changes in Registration Form	None	2 minutes	Clerk
3. Fill out the Changes in Registration Form and Proceed to School Deans for approval	Accept and approve the Changes in Registration Form	None	1 minute	Dean
4. Proceed to Cashier for payment	Accept the approved Changes in Registration Form and Issue Official Receipt	P 20.00 per set	3 minutes	Cashier and / or Staff
5. Present the approved Changes in Registration Form and Official Receipt to MIS for encoding	Accept the approved Changes in Registration Form and Official Receipt, then Update the certificate of registration	None	2 minutes	Encoder
6. Proceed to Cashier for verification	Validate and update the registration	None	3 minutes	Cashier and/or Staff
7. Proceed to Registrar's office for Certificate of Registration (COR)	Issue the updated Certificate of Registration (COR)	None	2 minutes	Clerk
	Total:	**Php 20.00**	**14 minutes**	

End of transaction

OFFICE OF THE COLLEGE LIBRARIAN

Borrowing and Returning of the Library Resources

This process shall provide fundamental service that allows patrons to access and utilize various materials while ensuring their availability for others.

Office or Unit	STALWART LIBRARY			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizen			
Who may Avail:	Students, Faculty and Alumni			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
School ID, Alumni ID			OSAS, College Library	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Present the School ID (for students and faculty) Alumni (for Alumni)	1. Receive the ID and request the client to fill in the Library Borrower's Form.	None	1 minute	Library personnel in-charge
2. Secure the Library Borrower's Form	2. Provide the library resources based on the request.	None	1 minute	Library personnel in-charge
3. Receive the borrowed resources	3. Note the Accession Number of the borrowed resources in the borrower's form.	None	1 minute	Library personnel in-charge
4. Return the borrowed Resources	4. Receive the borrowed resources and mark them as "returned" in the borrower's form.	None	1 minutes	Library personnel in-charge
	5.Update the record of returned items and ensure all resources are checked in.	None		Library personnel in-charge
	Total:	**None**	**4 minutes**	

End of transaction

OFFICE OF THE CASHIER

Process on Collection of Payments

This refers shall provide an outline on how the students and alumni of the college can make payments for various fees and dues to ensure no pending balances and cleared from any financial accounts.

Office or Unit	CASHIER'S OFFICE
Classification	SIMPLE
Type of Transaction	G2C - Government to Citizens
Who may Avail:	Students, Parents, Guardians, Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document to be submitted to the registrar for assessment and verification. 2. Notice of payments from the Registrar's Office. 3. Official Receipt of payments issued by the cashier.	1. Registrar's Office for assessment and verification. 2. Cashier's Office for securing official receipt (O.R)

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the required documents to the Registrar for initial assessment and verification. Make sure to secure notice of payments that will be issued.	1.1 Receive the required notice of payments and check for completeness.	Required Fees: ➢ Authentication - P5.00/page ➢ Transcript of Records (TOR) – P50.00/page ➢ Diploma – P350.00 ➢ Certifications – P20.00 ➢ Completion Form – P30.00/set	1 minute (per transaction and fees)	Cashier Staff
	1.2 Issue the order of payment if all required documents are given.			
2. Pay the required fees to the Cashier's Office by showing the notice of payments. Make sure to secure official receipt that will be issued upon payment	2.1 Accept the payment based on the notice of payment.	None	1 minute	Cashier Staff
	2.2 Issue the Official Receipt.	None	1 minute	

	2.3 Check the Official Receipt.	None	1 minute	
3. Return to the Registrar's Office for the processing and release of verified Records.	3.1 Issue the Official Receipt to the Client.	None	1 minute	Cashier Staff
	Total:	**Php 455.00**	**5 minutes**	

End of transaction

OFFICE OF THE STUDENT AFFAIRS AND SERVICES

Issuance of New School ID

This process is typically conducted at the beginning of each academic year or when a student is newly enrolled. The school ID serves as the official identification for students and is required for accessing campus facilities, services, and activities.

Office or Unit	STUDENT AFFAIRS OFFICE			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Newly enrolled students of the college			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Certificate of Registration 2. Duly Accomplished Form			1. College Registrar 2. Office of Student Affairs and Services	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Secure ID Form	1.1 Provide the Students with ID application form	None	1 minute	SAS Personnel
2. Submit an accomplished ID form and proceed for an ID picture	2.1 Review form and take ID picture	None	5 minutes	SAS Personnel
3. Processing	3.1 Verify documents, encode details and print ID	None	10 minutes	SAS Personnel
4. Releasing of ID Card	4.1 Issue the ID to the Student and logbook	None	1 minute	SAS Personnel
	Total:	**None**	**17 minutes**	

End of transaction

School ID Validation

The ID validation process at the Office of the Student Affairs and Services of the college is to verify the authenticity and eligibility of a student's identification card. This process typically involves confirming the student has completed the necessary enrollment steps and has met all academic and administrative requirements before receiving or using their student ID.

Office or Unit	STUDENT AFFAIRS OFFICE				
Classification	SIMPLE				
Type of Transaction	G2C - Government to Citizens				
Who may Avail:	Students				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
1. Student Identification Card 2. Certificate of Registration (COR) 3. Enrollment Process Form			1. Enrolled Student 2. College Registrar 3. Office of the College/School Dean		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**	
1. Present School ID and Certificate of Registration	1.1 Verify the ID and Certificate of Registration	None	2 minutes	SAS Personnel	
2. Processing	2.1 Confirm enrollment status	None	2 minutes	SAS Personnel	
3. Logbook Record	3.1 Record validation in the logbook for documentation	None	1 minute	SAS Personnel	
	Total:	**None**	**5 minutes**		

End of transaction

Accreditation of Clubs and Organization

This process ensures that the clubs and organization meet the college's standards and guidelines, and operate within the framework of the institution's rules and policies.

Office or Unit	STUDENT AFFAIRS OFFICE			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Students, Organizations/Clubs			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Copy of Approved by Laws 2. List and Profile of Officers 3. Propose of Activity/Action Plan 4. List of Official Members 5. Invitation and Acceptance Letter by the Organization/Club Adviser			1. Club Adviser 2. Organizations Secretary 3. Organizations Officers/Adviser 4. Membership Committee 5. Club Adviser	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit all required documents	1.1 Receive and review submitted documents	None	1-2 working days	SAS Personnel
2. Wait for verification and evaluation	2.1 Verify documents and evaluate organizations compliance	None	3-5 working days	SAS Personnel
3. Receive Accreditation Approval	3.1 Issue accreditation certificate and update records	None	1-2 working days	Dean (DSA)
	Total:	**None**	**7 days**	

End of transaction

Renewal of Clubs of Students Organization

This refers to the process which the student clubs and organizations maintain their official status for the new academic year. This process typically requires organizations to submit a renewal application, including updated membership rosters, official details, and a report on activities from the previous year.

Office or Unit	STUDENT AFFAIRS OFFICE			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Students, Organizations/Clubs			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Copy of approved By Laws 2. List and profile of Officers 3. Proposed activity/action plans 4. List of Official Members 5. Invitation and Acceptance Letter by the Organization/Club Adviser 6. Accomplishment Report (Previous year)			1. Club Adviser 2. Organization Secretary 3. Organization Officers/Advisers 4. Membership Committee 5. Club Adviser 6. Organization Officers/Advisers	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit all required documents	1.1 Receive and review submitted documents	None	1-2 working days	SAS Personnel
2. Wait for verification and evaluation	2.1 Verify documents and evaluate organization compliance	None	3-5 working days	SAS Personnel
3. Receive Renewal of Accreditation Approval	3.1 Issue Accreditation Certificate and update records	None	1-2 working days	SAS Personnel
	Total:	**None**	**7 days**	

End of transaction

Request for Replacement of Loss School ID Card

This refers to the replacement of Students' lost School ID Card which is beyond recovery. Students who have lost their ID card can submit a formal request to the office including necessary details such as the student's name, program taken, and a brief explanation of how the ID was lost. This request is processed to issue a replacement ID card, following the institution's guidelines and procedures.

Office or Unit	STUDENT AFFAIRS OFFICE
Classification	SIMPLE
Type of Transaction	G2C - Government to Citizens
Who may Avail:	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certificate of Registration (COR) 2. Certificate of Loss Form 3. Payment Slip 4. Request Form	1. College Registrar 2. Office of Student Affairs and Services 3. Office of Student Affairs and Services 4. Office of Student Affairs and Services

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Fill out the Certificate of Loss provided by the Dean of Student Affairs (DSA) Office	1.1 Verify details and provide the form	None	3 minutes	Student
2. Accomplish the Certificate of Loss	2.1 Review and approve the certificate of loss	None	5 minutes	Student
3. Proceed to the Cashier for payment process	3.1 Verify and accept payment	P360	5 minutes	Cashier Staff
4. Processing	4.1 Issue replacement ID	None	10 minutes	SAS Personnel
5. Logbook Record	5.1 Record validation in the logbook for documentation	None	1 minute	SAS Personnel
	Total:	**Php 360.00**	**24 minutes**	

End of transaction

Issuance of Excuse Slip Form

This refers to the students who have valid reasons for not being able to wear the required uniform on a particular day (e.g., health issues, special circumstance) can request an excuse slip from the office. The form typically requires student to provide details such as the reason for exemption and any supporting documents. If necessary, once approved, the excuse slip allows students to attend classes without wearing the standard uniform for within exclusive dates.

Office or Unit	STUDENT AFFAIRS OFFICE			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Formal letter of Excuse Form from the concern student			1. Student 2. Office of Student Affairs and Services	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit formal letter of excuse	1.1 Receive and review the letter	None	2 minutes	SAS Personnel
2. Issuance of Excuse Slip	2.1 Approve and issue the excuse slip	None	5 minutes	DSA and SAS Personnel
3. Logbook for records and documentation	3.1 Record the transaction in the logbook for documentation	None	3 minutes	SAS Personnel
	Total:	**None**	**10 minutes**	

End of transaction

Student Discipline

This refers to the responsible promotion and maintenance of a safe and respectful environment for all students by enforcing the college's rules and regulations. The office addresses student misconduct by implementing disciplinary actions in line with the institution's code of conduct. This may include actions such as counseling, warnings, or more formal penalties depending on the severity of the violation. The office also provides support to students involved in disciplinary matters, ensuring a fair and just process while promoting accountability and personal growth.

Office or Unit	STUDENT AFFAIRS OFFICE
Classification	SIMPLE
Type of Transaction	G2C - Government to Citizens
Who may Avail:	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Incident Report and Complaint 2. Statement of Explanation 3. Supporting Evidence	1. Office of Student Affairs and Services 2. Student Involved 3. Concerned Student

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit Incident Report or Complaint	1.1 Receive and record the complaint	None	10 minutes	SAS Personnel
2. Provide Statement or Explanation Letter	2.1 Review and assess the explanation	None	20-30 minutes	Dean of Student Affairs and Services
3. Investigation Process	3.1 Conduct inquiry, interview, witnesses, and gather evidence	None	1-3 working days (depending on the case)	Student Discipline Committee
4. Resolution and Decision	4.1 Decide on disciplinary action or dismissal of case	None	1-2 working days	Dean of Student Affairs and Services
5. Documentation	5.1 Record decision and notify concerned parties	None	10-15 minutes	SAS Personnel
	Total:	**None**	**5 days**	

End of transaction

OFFICE OF ADMISSION

Aptitude Test Application

The Aptitude Test Application is a key tool to assess students' skills and potential, ensuring they are committed to joining the Stalwart community. It evaluates not only intelligence but also critical thinking, creativity, and leadership. By applying, students show their dedication to personal growth and contribution, and excellence. This process ensure that selected individuals employ the qualities that define the Stalwart ethos and are ready to support each other's success.

Office or Unit	ADMISSION OFFICE			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Students , Guardians and Parents			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
School ID, Certificate of Completion, Senior High School Report Card, 2 pcs 2x2 pictures with name tag and white background			Admission Office	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Present the School ID and the required documents	1.1 Accept the School ID and the required documents	None	1 minute	Dean of Admission/ Clerk
2. Receive payment slip and the documents presented	2.1 Issue Payment slip and return the documents presented	None	1 Minute	Dean of Admission/ Clerk
3. Proceed to Cashier's Office for payment and present the payment slip	3.1 Accept payment slip together with the payments	For Readiness Test for Colleges & Universities Test (RTCU): Php 250 For Nursing Aptitude Test (NAT) Php 450.00: for Teacher Aptitude Test (TAT) Php 300.00 For Graduate Studies Aptitude Test (GSAT): 500.00	5 minutes	Clerk/ Cashier

4. Receive the Official Receipt	4.1 Issue Official Receipt	None	1 minute	Clerk/ Cashier
5. Present Official Receipt to the Admission Office	5.1 Accept the Official Receipt and other requirements	None	2 minutes	Dean of Admission/ Staff
6. Receive the application form and fill it out	6.1 Issue application form	None	1 minute	Dean of Admission/ Staff
7. Submit the duly accomplished application form for scheduling	7.1 Receive, check and validate the accomplished application form	None	2 minutes	Dean of Admission/ Staff
8. Receive the Test Permit	8.1 Issue the Test Permit	None	1 minute	Dean of Admission/ staff
	Total:	**Php 1,500.00**	**14 minutes**	

End of transaction

Aptitude Test Administration

The Aptitude Test Application ensures the quality and validity of the college's aptitude tests by managing logistics and upholding fairness and reliability. The tests are designed to assess key skills like reasoning and problem-solving, and are regularly updated to remain relevant. Validation methods, including statistical analyses, ensure accuracy and fairness. The test aligns with the college's values and educational goals, prioritizing transparency, accessibility, and continuous improvement. In short, the application guarantees the test are high-quality, fair, and effective in selecting students who meet the institution's standards.

<table>
<tr><td colspan="2">Office or Unit</td><td colspan="3">ADMISSION OFFICE</td></tr>
<tr><td colspan="2">Classification</td><td colspan="3">SIMPLE</td></tr>
<tr><td colspan="2">Type of Transaction</td><td colspan="3">G2C - Government to Citizens</td></tr>
<tr><td colspan="2">Who may Avail:</td><td colspan="3">Students</td></tr>
<tr><td colspan="3">CHECKLIST OF REQUIREMENTS</td><td colspan="2">WHERE TO SECURE</td></tr>
<tr><td colspan="3">School ID and Test Permit</td><td colspan="2">Admission Office</td></tr>
<tr><td>Client Steps</td><td>Agency Action</td><td>Fees to be Paid</td><td>Processing Time</td><td>Person Responsible</td></tr>
<tr><td>1. Present the School ID and the Test Permit</td><td>1.1 Accept and validate the School ID and the Test Permit</td><td>None</td><td>1 minute</td><td>Proctor</td></tr>
<tr><td>2. Fill Out the Personal Data Sheet (PDS)</td><td>2.1 Issue Answer Sheet and Test Booklet, then Orient the Examinees</td><td>None</td><td>30 minutes</td><td>Proctor</td></tr>
<tr><td colspan="3">3. Test Proper</td><td>2 hours</td><td>Proctor and Examiner</td></tr>
<tr><td>4. Pass the Answer Sheet and Test Booklet</td><td>4.1 Check and Review the completeness of test materials</td><td>None</td><td>10 minutes</td><td>Proctor and Examiner</td></tr>
<tr><td colspan="2">Total:</td><td>None</td><td>2 hours and 41 minutes</td><td></td></tr>
</table>

End of transaction

Issuance of Test Results

The Issuance of Test Results is a key service that communicates the outcomes of aptitude tests and determines applicants' eligibility for the Stalwart community. The office evaluates results fairly and accurately, providing clear feedback and guidance for both successful and unsuccessful candidates. Qualified applicants receive instructions on the next steps, while others are encouraged to engage through alternative opportunities. The office ensures confidentiality and date security, making the test results process transparent, fair and supportive for all applicant.

Office or Unit	ADMISSION OFFICE			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Students , Authorized Representative			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
School ID, Test Permit and Authorization Letter (for Authorized Representative)			Admission Office	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Present the School ID and the Test Permit	1.1 Accept and validate the School ID and the Test Permit	None	1 minute	Dean of Admission and Staff
2. Receive the test results	2.1 Issue test results	None	3 minutes	Dean of Admission and Staff
	Total:	**None**	**4 minutes**	

End of transaction

GUIDANCE AND PLACEMENT CENTER

Counseling

This refers to the service offered by the College to ensure that the well-being and potential of every student are holistically developed.

Office or Unit:	GUIDANCE AND PLACEMENT CENTER			
Classification:	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
School ID (for voluntary counselling), Referral Slip From the Dean's Office			Deans Office	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Present the School ID and / or the referral slip	1.1 Accept and verify the validity of School ID and/or referral slip	None	1 minute	Guidance In-Charge
2. Fill out Guidance Form 1	2.1Check the cumulative data record	None	5 minutes	Guidance In-Charge
3. Counselling Session	3.1 Assess student's case or problem. *Reschedule (if needed) or End of session	None	30 minutes	Guidance In-Charge
	Total:	**None**	**36 minutes**	

End of transaction

HEALTH SERVICES/INFIRMARY OFFICE

Medica Examination of All Students and New Employees

This refers to the services offered by the infirmary to ensure that the students and employees are physically fit.

Office or Division:	INFIRMARY OFFICE
Classification:	Simple
Type of transaction:	G2C - Government to Citizens
Who may avail:	Students and/ or Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Laboratory Request Form	1. Infirmary
2. For new students (Nursing and Criminology): • Chest X-Ray Reading, Urinalysis, Complete Blood Count (CBC), Blood Type, Drug Test, Hepa Test 3. For new students (Other Courses): • Drug Test and X-Ray 4. For Old Students: • Drug Test 5. For New Employees: • Chest X-Ray Reading, Urinalysis, Complete Blood Count (CBC), Blood Type, Drug Test, Psychological Test	2. Laboratory
6. 2x2 Picture 7. Medical Form/Medical Certificate	3. Infirmary

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Sign in the transaction logbook in the Nurses station	1.1 Give the logbook to the client	None	1 minute	School Nurse
2. Accomplish Laboratory Request Form	2.1 Release the Laboratory Request Form	None	1 minute	School Nurse
3. Submit the required docume nts	3.1 Receive the documents and check for completeness	None	4 minutes	School Nurse
4. Accomplish Medical Form	4.1 Review of form for the accuracy of data given	None	4 minutes	School Nurse

5. Undergo Medical Examination	5.1 Assessment history taking Physical Examination	None	20 minutes	School Physician
6. Sign out on the transaction Logbook	6.1 Give the logbook to the client	None	1 minute	School Nurse
	Total:	**None**	**30 minutes**	

End of transaction

Dental Examination for New Students

This refers to the services offered by the infirmary to ensure that the students are physically fit.

Office or Division:	INFIRMARY OFFICE			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizens			
Who may avail :	Students and/ or Employees			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Dental Form			1. Infirmary	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Sign in the transaction logbook in the nurses' station	1.1 Give the logbook to the client	None	1 minute	School Nurse
2. Accomplish Dental Form	2.1 Review of form for the accuracy of data given	None	4 minutes	School Nurse
3. Under go Dental Exami nation	3.1 Assessment of History of taking Physical Examination	None	20 minutes	School Dentist
4. Sign out on the transaction logbook	4.1 Give the logbook to the client	None	1 minute	School Nurse
	Total:	**None**	**26 minutes**	

End of transaction

Medical Consultation

This refers to the services offered by the college to ensure that the students, employees and the On-The-Job Training are physically fit.

Office or Division:	INFIRMARY OFFICE			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizens			
Who may avail:	Students and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. School/Employee ID 2. Medical Consultation Form		1. Client 2. Infirmary		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Sign in the transaction logbook in the nurse's station	1.1 Give the logbook to the client		1 minute	College Nurse
2. Undergo medical consultation	2.1 Retrieve health record		3 minutes	College Nurse
	2.2 Assessment History taking Physical Examination refer to the school Physician		30 minutes	School Physician
	2.3 Render treatment at the infirmary		30 minutes	College Nurse
3. Sign out on the transaction logbook	3.1 Give the logbook to the client		1 minute	
	Total:	**None**	**1 hour and 5 minutes**	

End of transaction

Issuance of Medical Certificate for Educational Trips/School Activities, On-The-Job Training Students and Athletes

This refers to the issuance of Medical Certificate to the students and employees who availed the medical services.

Office or Division:	INFIRMARY OFFICE			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizens			
Who may avail:	Students and/ or Employees			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Health Records 2. Medical Certificates			1. Infirmary	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Sign in the transaction logbook in the nurse's station	1.1 Give the logbook to the client	None	1 minute	School Nurse
	1.2 Retrieve the health record		2 minutes	
2. Undergo medical consultation/examination	2.1 Assessment history taking Physical Examination	None	15 minutes	School Physician
	2.2 With abnormal findings: refer to specialist, then follow up	None	10 minutes	School Nurse
	2.3 With normal findings: Issue Medical Certificate	None		
3. Sign out on the transaction logbook	3.1 Give the logbook to the client	None	1 minute	School Nurse
	Total:	**None**	**29 minutes**	

End of transaction

Management of Emergency Cases

This refers to the infirmary staff handling different types of emergencies, such as accident injuries, illness and other medical situations.

Office or Division :	INFIRMARY OFFICE			
Classification :	Simple			
Type of transaction:	G2C - Government to Citizens			
Who may avail :	Students and/ or Employees			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Health Records of students, if available			1. Infirmary	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Client is brought into the infirmary	1.1 Retrieve the health record	None	3 minutes	School Nurse
2. Client is placed in the safe environme nt	2.1 Assessment History taking Physical Examination	None	30 minutes	School Nurse/Physician
	2.2 Render treatment inform parent	None	20 minutes	School Nurse/Physician
	2.3 Refer to the hospital if necessary	None		
3. Sign out on the transaction logbook	3.1 Give the logbook to the client	None	1 minute	School Nurse
	Total:	**None**	**54 minutes**	

End of transaction

Issuance of Dental Certificate

This refers to the issuance of dental certificate to students, employees and other who have availed of dental services.

Office or Division:	Infirmary Service			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizens			
Who may avail:	Students and/ or Employees			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Dental record			1. Infirmary Office	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Sign in the transaction logbook in the nurse's station	1.1 Give the logbook to the client	None	1 minute	School Nurse
2. Wait to be called	2.1 Referred to the dentist	None	2 minutes	School Nurse
3. Undergo dental examinatio n	3.1 Retrieve record assessment	None	15 minutes	School Dentist
	3.2 Issue dental certificate	None	1 minute	School Nurse
4. Sign out the transaction logbook	4.1 Give the logbook to the client	None	1 minute	School Nurse
	Total:	**None**	**20 minutes**	

End of transaction

SCHOLARSHIP OFFICE

Scholarship Application Process

This refers to the service that facilitates students' access to financial aid under the Unified Students Financial System for Tertiary Education (UniFast). This service ensures that eligible students receive financial support to continue their education without monetary constraints.

Office or Division :	Scholarship Office
Classification :	Complex
Type of transaction:	G2C - Government to Citizens
Who may avail :	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished Scholarship Application Form	1. Scholarship Office
2. Certificate of Registration	2. Registrar's Office
3. Certificate of Indigency	3. Barangay Local Government Unit
4. Other supporting documents (as required per scholarship type)	4. Varies

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Sign in the Client logbook	1.1 Give the Logbook to the client	None	2 minutes	Scholarship Office Staff
2. Submit completed application form with requirements	2.1 Receive and verify documents	None	10 minutes	Scholarship Office Staff
3. Processing	3.1 Consolidate applications and submit master list to UniFAST	None	3-5 days	Scholarship Office Staff
4. UniFAST Verification	4.1 UniFAST verifies applications and confirms approved list through the UniFAST portal	None	1-2 months	UniFAST Central Office
	Total:	**None**	**2 months**	

End of transaction

Student Assistance Program Application

This service administers Student Assistance Program (SAP) to provide financial aid to qualified students who need additional support for their educational expenses. This program is part of the institution's commitment to ensuring access to quality education, particularly for students facing financial difficulties.

Office or Division :	Scholarship Office
Classification :	Complex
Type of transaction:	G2C - Government to Citizens
Who may avail :	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly Accomplished Application Form 2. Certificate of Indigency 3. Certificate of Registration 4. Birth Certificate 5. Copy of Grades 6. Letter of Intent	1. Scholarship Office 2. Barangay Local Government Unit 3. Registrar's Office 4. Philippine Statistics Authority (PSA) 5. Registrar's Office 6. To be made by the applicant

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Sign in the Client Logbook	1.1 Give the Logbook to the client	None	5 minutes	Scholarship Office Staff
2. Submit completed application form with requirements	2.1 Review application and assess financial need and academic standing	None	1-2 days	Scholarship Office
3. Await screening results	3.1 Evaluates applications based on qualifications and funding availability	None	1-2 weeks	Scholarship Office
4. Check results	4.1 Release the official list of approved student assistance beneficiaries	None	30 minutes	Scholarship/Cashier's Office Staff
	Total:	**None**	**10 days**	

End of transaction

Disbursement of Allowance

This service ensures the timely and efficient release of financial aid to eligible students under the scholarship program. This process guarantees that grantees receive their allowances through a structured and transparent system, supporting their academic journey by alleviating financial burdens and promoting uninterrupted education.

Office or Division:	Scholarship Office			
Classification:	Complex			
Type of transaction:	G2C - Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Validated School ID 2. 2 Pcs valid ID (For graduated students)		1. Office of the Student Affairs and Services 2. Issuing Government Agency/s		
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Fill in the attendance sheet	1.1 Verify attendance sheet	None	30 minutes	Scholarship Office Staff
2. Submit photocopy of valid ID	2.1 Receive, check and validate submitted ID copies	None	10 minutes	Scholarship Office Staff
3. Sign the payroll	3.1 Verify signature and approve payroll	None	5 minutes	Scholarship Office
4. Receive allowance through designated disbursement method	4.1 Process and release the allowance	None	5 minutes	Scholarship/Cashier's Office Staff
	Total:	**None**	**50 minutes**	

End of transaction

GRADUATE STUDIES

Enrollment Process

This service ensures that students applying to the graduate program at Sulu State College are treated fairly, efficiently, and respectfully. It outlines the necessary steps, timelines, and services that will be provided during the enrollment process, ensuring transparency, accessibility, and responsiveness to the needs of all graduate students.

Office or Division:	School of Graduate Studies
Classification:	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail:	All interested graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Letter/Letter of Intent addressed to: **ASSO. PROF. MASNONA S. ASIRI** Dean - Graduate Studies	Applicants of Graduate Students
Completed Application Form	
Resumė with latest passport sized ID picture & e-mail address/Curriculum Vitae	
Photocopy of the following: (1 copy only) Transcript of Records Diploma Medical Certificate Certification/Permit to Study (if employed) *Additional requirement for Master of Arts and Doctoral with Academic Tracks Program:* PRC ID (Updated) PRC Board Rating	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. SUBMISSION of Application Requirements for Graduate Studies Program	1.1 Verifies the accuracy and completeness of the required attachments.	None	5 minutes	Enrolling Officer

1. Document Verification	2. Initial screening and validation of the authenticity of the received requirements 2.1. Conducting interviews as part of the selection process. 2.2. Notifying the candidate of their acceptance and proceeding with registration.	None None None	10 minutes 10 minutes 3 minutes	Program Coordinator of the Program Program Coordinator of the Program Enrolling Officer
3. Completion of registration form	3.1 Encodes the respective units/loads of the student into the enrollment system portal.	None	3 minutes	Admin. Clerk/GS staff
Receive the Medical/ Dental Certificates	3.2 Release the Medical/ Dental Certificates	None	1 Minute	School Nurse
4. Payment of required fees to the Cashier	4.1 Advises the student to proceed to the college cashier for payment of the required fees.	Refer to Citizen charter of cashier for the fees under graduate studies		Cashier
5. Identification card registration	5.1 Informs the student to proceed to the DSA for ID registration.	Refer to Citizen charter of DSA for the ID enrollment		DSA

6. Receives copy of the printed OR	6.1 Checks and prints the final copy of the registered list of students and provide a copy to the student.	None	3 minutes	Admin. Clerk/GS staff
	Total:	**None**	**34 minutes**	

End of transaction

Issuance of Certification

This service aims to provide official recognition of a student's academic achievements for the completion of specific units required by the respective academic program. It outlines the steps, timelines, and services to be provided, ensuring an efficient, transparent, and accessible process for all students seeking certification.

Office or Division :	School of Graduate Studies			
Classification :	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail :	All Active or Inactive Graduate Studies students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Completed application form for certification. 2. Proof of completion of all program requirements (required units, comprehensive exam). 3. Proof of payment for certification fees (if applicable).			Graduate students concerned	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
Fill out the logbook for the certification request.	1. Entertains the student's request and is adviced to Log in the Request for Certification Logbook 1.1 Reconciling the total number of units earned with the required number of units, as specified in	None None	2 minutes 1 day 30 minutes 2 minutes	Administrative Clerk/GS staff Administrative Clerk/GS staff Administrative Clerk/GS staff Administrative Clerk/GS staff

	the prospectus. 1.2 Updating and entering the certification data into the system or Excel format, as requested. 1.3 Printing of the student's request for Certification 1.4 Reviewing and signing the Certification	None None None	5 minutes	Dean
2. Claim the Certification	2. Releases the Certification 2.1 handing over the Request for Certification Logbook for signature	None None	2 minutes 2 minutes	Administrative Clerk/GS staff Administrative Clerk/GS staff
Total:		**None**	**1 day and 43 minutes**	

End of transaction

Application for Graduation

This service is designed to offer students a clear, efficient, and accessible pathway to officially complete their graduate academic programs. It ensures a smooth and transparent graduation application process for all students at the School of Graduate Studies, Sulu State College.

Office or Division :	School of Graduate Studies
Classification :	Simple
Type of transaction:	G2C – Government to Citizen
Who may avail :	All Active Graduate Studies students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of completed coursework (units, thesis/dissertation/capstone, comprehensive exams, etc.). 2. Clearance from relevant departments (Library, Finance, Cashier, etc.). 3. Submission of any final capstone project, thesis, or dissertation. 4. Certification of published research (e.g., thesis/dissertation), if applicable or required for the program.	Graduate students concerned

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit a graduation application requirement	1.1 Entertains the student's application form for graduation and advice to Log in the Application for Graduation Logbook	None	2 minutes	Administrative Clerk/GS staff
	1.2 Checking the completeness of the application requirements to ensure all criteria are met, including coursework completion, thesis/dissertation/	None	10 minutes	Administrative Clerk/GS staff

	capstone submission, and any additional academic or administrative obligations.			
2. Verifies eligibility for graduation at the Registrar's Office	2.1 Instructs the student to proceed to the Registrar's Office for graduation eligibility verification. 2.2 Reviewing all the requirements once verified by the Registrar	Refer to the Citizen Charter of the Registrar for the Application for Graduation		College Registrar
		None	3 minutes	Dean
3. Payment of required fees	3.1 Instructs the student to pay the required fees at the Cashier	Refer to the Citizen Charter of the Cashier for the Payment of graduation fees		Cashier
	Total:	**None**	**15 minutes**	

End of transaction

Completion and Taking Comprehensive Examination

This service serves as an assessment to ensure that students have acquired the necessary knowledge and skills in their field of study before advancing to their thesis or dissertation phase. The process of taking and completing the comprehensive examination is formalized to ensure fairness, transparency, and consistency

Office or Division :	School of Graduate Studies
Classification :	Complex
Type of transaction:	G2C – Government to Citizen
Who may avail :	All Active Graduate Studies students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certificate of completed required coursework 2. Assessment form/Certification from the Dean	1. Graduate students concerned

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submits application for comprehensive examination	1. Entertains the student's application for comprehensive examination and is adviced to Log in the Application for Compre Exam Logbook	None	2 minutes	Administrative Clerk/GS staff
	1.1 Checking the completeness of the application requirements to ensure all criteria are met, including the attached certification from the dean.	None	10 minutes	Administrative Clerk/GS staff
2. Receives notification from the graduate studies office for the schedule of comprehensive examination	2. Informs the student via SMS about the schedule of the comprehensive examination and room assignment.	None	2 minutes	Administrative Clerk/GS staff
3. Attendance during the Comprehensive	3.Conducts comprehensive examination	Refer to table for comprehensive examination	2 days	GS Faculty

Examination		fees		
4. Receives notification of the result of comprehensive examination from the graduate studies	4.Informs the student via SMS of the result of the comprehensive examination. 4.1. Providing the Certificate of Passing once a student passed the comprehensive examination 4.2. If a student fails the exam, he/she is advised to retake the comprehensive examination.	None None None	2 minutes 5 minutes 1 day	Administrative Clerk/GS staff Administrative Clerk/GS staff Dean
	Total:	**None**	**3 days and 21 minutes**	

End of transaction

Thesis/Dissertation/Capstone Defense

This service allows students to demonstrate their original research, analytical abilities, and academic writing skills in front of a panel of expert examiners. The defense is designed to ensure the academic rigor and validity of the student's work before it is officially accepted. Successful completion of the defense is required to fulfill the academic requirements for graduation. This process pertains to the presentation of the title, proposal, and final project, with a structured and transparent defense that supports the student's academic integrity and success in their academic career.

<table>
<tr><td>Office or Division:</td><td colspan="4">School of Graduate Studies</td></tr>
<tr><td>Classification:</td><td colspan="4">Simple</td></tr>
<tr><td>Type of transaction:</td><td colspan="4">G2C – Government to Citizen</td></tr>
<tr><td>Who may avail :</td><td colspan="4">All Active Graduate Studies students</td></tr>
<tr><td colspan="3">CHECKLIST OF REQUIREMENTS</td><td colspan="2">WHERE TO SECURE</td></tr>
<tr><td colspan="3">1. Certificate of completed comprehensive examination
2. Assessment form/Certification from the Dean
3. Completion or submission of manuscript:

For Title Defense:
➢ Three (3) Titles of research with
a. Introduction
b. Statement of the Problem
c. Objectives of the research
➢ Survey instrument/Questionnaire

For Proposal Defense:
➢ Chapter 1 to Chapter 3

For Final Defense:
➢ Chapter 1 to Chapter 5
➢ Appendices</td><td colspan="2">1. Graduate students concerned</td></tr>
<tr><td>Client Steps</td><td>Agency Action</td><td>Fees to be Paid</td><td>Processing Time</td><td>Person Responsible</td></tr>
<tr><td>1. Submits application for the title/proposal/final defense</td><td>2. Entertains the student's application for defense (title//proposal/final) and is advised to Log in the Application for Defense Logbook</td><td>None</td><td>2 minutes</td><td>Administrative Clerk/GS staff</td></tr>
</table>

	1.1 Checking the completeness of the application requirements to ensure all criteria are met, including the attached certification from the dean.	None	10 minutes	Administrative Clerk/GS staff
2. Receives notification from the Graduate Studies Office regarding the schedule of the defense.	2.1 Informs the student via SMS for the schedule of the research defense	None	2 minutes	Administrative Clerk/GS staff
3. Attendance during the Defense (Title/Proposal/Final)	3.1 Conducts Title/Proposal/Final Defense	Refer to table for Title/Proposal/Final Defense fees	30 minutes	Panel Members
4. Receives notification of the result of the defense	4.1 Informs the student of the result of the defense.	None	2 minutes	Dean
5. Publishes the research in peer reviewed journal (*for Master of Arts and Doctoral with Academic tracks program)*	5.1 Receives the certificate/notification of acceptance of the published research.	None	3 minutes	Administrative Clerk/GS staff
6. Provide copy of the Research to the GS office and Registrar's office	6.1 Receives a copy of the Research	None	3 minutes	Administrative Clerk/GS staff
	Total:	**None**	**52 minutes**	

End of transaction

GENERAL SERVICES OFFICE

Utilization of School Facilities

This service applies to all external clients of Sulu State College who wish to utilize the school's facilities for events, activities, or programs of the College. It encompasses the entire process from the initial request for utilization to the completion of event of program.

Office of Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Application Form for utilization of school facilities 2. Official Receipt (OR)			1. General Services Office 2. Cashier's Office	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request letter to the Chief Administrative Office for approval.	1.1 Receive the approved request letter from the internal client	None	1 minute	Supervising Administrative Office and Staff
	2.1 Provide Application Form for utilization of school facilities	None	1 minute	Supervising Administrative Office and Staff
	2.2 Verification of the availability of school facilities being requested	None	1 minute	Supervising Administrative Office and Staff
3. Approval of request for Utilization	3.1 Receive the approved Request Letter from the external client.	None	3 minutes	Supervising Administrative Office and Staff
	Total:	**None**	**8 minutes**	

End of transaction

Campus Entry and Security Screening Service

This service regulates and controls access to the Sulu State College campus to ensure a safe, orderly, and secure environment for students, employees, and visitors. It covers the verification of identification credentials, enforcement of campus policies (such as prescribed uniform compliance), and implementation of standard security protocols before entry is granted. The service aims to prevent unauthorized access, deter the entry of prohibited items, and maintain peace and safety within the college premises. It is provided at all designated campus entrances by authorized security personnel.

Office or Unit	SECURITY GUARD
Classification	SIMPLE
Type of Transaction	G2C - Government to Citizens
Who may Avail:	Sulu State College Officer, Government Officer, Private Office, School, Event Organizers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Request/Inquiry 2. Valid ID of Client/Representative	Client Client

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Present student ID/Visitor ID at the campus entrance	Check and verify the validity of the student ID or government ID of visitors	None	1 minute	Security Guard assigned at the gate
2. Wear the prescribed school uniform property	Inspect compliance with the approved Sulu State College uniform and chemicals	None	1 minute	Security Guard assigned at the gate
3. Submit to security screening when required (bags/check visual inspection)	Conduct security screening and inspect bags to ensure no deadly weapons or prohibited items are brought inside the campus	None	2 minutes	Security Guard assigned at the gate
4. Outsiders/Visitors state purpose of visit and office to be visited	Record visitors details in the logbook issue visitors task and providing instruction	None	1 minute	Security Guard assigned at the gate
	Total:	**None**	**4 minutes**	

End of Transaction

HUMAN RESOURCE MANAGEMENT OFFICE

Process on Recruitment, Selection, and Placement

This service shall provide a comprehensive review of the recruitment, selection, and placement of applicants to ensure fairness, transparency and efficiency in meeting the qualification standard for various workforce positions.

Office of Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Citizens			
Who may avail:	All Qualified Applicants			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Application Form 2. Personal Data Sheet 3. Transcript of Records 4. Certificate of Eligibility 5. NBI Clearance 6. Medical Certificate			1. Applicant 2. Applicant 3. Applicant 4. Applicant 5. NBI- Sulu 6. HRM Office	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1. Publication of Vacancies	None	1 day	HRMO
2. Submit Application	2.1 Paper screening and preparation of Qualification Matrix	None	1 day	HRMO
3. Attend interview (if applicable)	3.1 Notify shortlisted Applicants and PSB of the schedule for panel interview	None	1 day	HRMO Staff
4. Submit required documents	4.1 conduct background investigation	None	1 day	HRMO
	4.2 Deliberation	None	1 day	PSB Committee
	4.3 Preparation of comparative assessment form	None	1 day	HRMO

	and minutes of PSB deliberation.			
	4.4 Endorse deliberation documents to the appointing authority	None	1 day	College President
	4.5 Review deliberation documents.	None	1 day	HRMO
	4.6 Notify shortlisted applicants of the interview schedule with the appointing authority.	None	1 day	HRMO
	4.7 Prepare appointment	None	1 day	College President
	4.8 Approve appointment	None	1 day	HRMO
	4.9 Announcement and notify appointed applicant	None	1 day	HRMO
	5.0 Issue Oath of Office and Assumption to Duty	None	1 day	HRMO Staff
	5.1 Submit appointment documents to CSC	None	1 day	HRMO
	5.2 Keep appointment record to 201 files	None	1 day	HRMO
	5.3 Conduct Orientation Program	None	1 day	
	Total:	**None**	**16 days**	

End of transaction

ACCOUNTING OFFICE

Processing of Payments to Supplier

This Office is in charge of the processing of payments to suppliers for the purchase of goods and services.

Office of Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All business entity			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Obligation Request (ORs) for charges to General Fund/Budget utilization request (BURs) for Charges to Local Funds 2. Purchase Request 3. Purchase Order 4. Charge Invoice 5. Delivery Receipt 6. Inspection and Acceptance Report 7. Canvass Papers 8. Abstract of Quotation 9. Stock Position Sheet 10. Waste Material Report for Replacement of items 11. Property Acknowledgement Receipt for Equipment or Inventory Custodian (ICS) for semi-expendable supplies 12. Disbursement Vouchers			Accounting Office Procurement Office Procurement Office Business Entity Business Entity Supply Office Procurement Office Procurement Office Supply Office Supply Office Supply Office Accounting Office	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Concern Offices shall submit the documents to Accounting Office for Processing	1.1 Receives and records documents for processing	None	30 Minutes	Accounting Staff
	1.2 Pre-audits the voucher	None	2 days	Accountant
	1.3 Reviews and signs voucher	None	30 Minutes	Chief Accountant
	1.4 Records and releases voucher	None	30 minutes	Accounting Staff

	to approving officer			
Total:		**None**	**2 days 1 hour and 30 Minutes**	

End of transaction

Provision of Information as to Status of Claims and Payments

This Office is in charge of providing information as to the status of claims.

Office of Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Claimants			
Who may avail:	All Claimants			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. ID			Employee's ID/Student ID/Valid ID	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Ask permission from the staff and state the nature of concern.	1. Checks and verifies the status of Claim's	None	5 minutes	Accounting Staff
Total:		**None**	**5 Minutes**	

End of transaction

Disbursement

This refers to the lawful allotment and release of public funds approved by the Head of Office or authorized representative with sufficient and relevant documents to establish validity of claims.

Office of Division:	Accounting Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity, and G2G – Government to Government

Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FIRST SALARY	
1. Certified true copy of duly approved Appointment	HRMO
2. Assignment Order, if applicable	Office of the President
3. Certified True Copy of Oath of Office	HRMO
4. Certificate of Assumption	HRMO
5. Statement of Assets, Liabilities, and Net Worth	Claimant
6. Approved DTR	Claimant
7. BIR withholding certificates (Additional Requirements for transferees from one government office to another)	Accounting Office
8. Clearance from money, property and legal accountabilities from the previous office	Previous office/agency
9. Certified true copy of disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat	Previous office/agency
	Previous office/agency
10. BIR Form 2316	
MATERNITY LEAVE	HRMO
1. Certificate of Available Leave Credits	HRMO
2. Service Record	
	HRMO
3. Certified true copy of approved application for leave	HRMO
4. Certified true copy of maternity leave clearance	Claimant
5. Medical Certificate for maternity leave	

Salary Differential due to promotion and/or Step Increment	
1. Certified true copy of approved appointment in case of promotion or Notice of Salary Adjustment in case of step increment/salary Increase	HRMO
2. Certificate of Assumption	HRMO
3. Approved DTR or certification that the employee has not incurred leave without pay	HRMO
Last Salary	Claimant
1. Clearance from money, property, and legal accountabilities	Claimant
2. Approved DTR	
Representation and Travel Allowance (RATA) For Individual Claims	HRMO
1. Copy of Office Order/Appointment (1st payment)	HRMO
2. Certificate of Assumption (1st payment)	Claimant
3. Certification that the official/employee did not use government vehicle and is not assigned any government vehicle	Claimant
4. Certificate or evidence of service rendered or	

approved DTR **Clothing/Uniform Allowance** For individual claims: 1. Certified true copy of approved appointment of new employees 2. Certificate of Assumption of new employees 3. Certificate of non-payment from previous agency, for transferees For general claims: 1. Clothing/uniform allowance payroll **Productivity Enhancement Incentive** **For individual claims:** 1. Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office are at least satisfactory **For general claims:** 1. PIB Payroll 2. List of personnel who were suspended as a result of an administrative charge within the year for which PIB is paid, regardless of the duration (except if the penalty meted out is only a reprimand) 3. List of personnel dismissed within the year 4. List of personnel on Absent Without Official Leave (AWOL)	HRMO HRMO Previous office/agency HRMO HRMO HRMO HRMO HRMO HRMO HRMO

5. Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office is at least satisfactory	HRMO
6. Payroll Register (hard and soft copy)	Head of requesting unit
Overtime Pay	
1. Overtime authority stating the necessity and urgency of the work to be done, and the duration of the overtime work	Head of requesting unit
	Claimant
2. Overtime work program	
3. Quantified overtime accomplishment duly signed by the employee and supervisor	Claimant
4. Certificate of service or duly approved DTR	Claimant
Year-end Bonus and Cash Gift For individual claims:	Head of office
1. Clearance from money, property, and legal accountabilities	
2. Certification from head of office that the employee is qualified to receive the YEB and CG benefits	HRMO HRMO
For general claims:	
1. YEB and CG Payroll	HRMO
2. Payroll Register (hard and soft copy)	
Retirement Benefits	

1. Updated service record indicating the number of days on leave without pay and/or certification issued by the Human Resource Office (HRO) that the retiree did not incur any leave of absence without pay 2. Retirement application 3. Office clearance from money/property accountability and administrative/criminal liability 4. Statement of Assets and Liabilities 5. Retirement Gratuity Computation 6. Affidavit of Undertaking for authority to deduct accountabilities 7. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her **Payroll Fund for Salaries, Wages, Allowances, Honoraria, and other Similar Expenses** 1. Approved contracts (for initial payments) 2. Approved payroll 3. Approval/authority or legal basis to pay any allowance/salaries/wages/fringe benefits 4. DTR approved by the supervisor 5. Clearance from money, property, and legal accountability from the Central Office and from the Regional Office of last assignment	HRMO Claimant Claimant HRMO Claimant Claimant HRMO HRMO HRMO Claimant Claimant HRMO HRMO

6. Certified photocopy of employees leave card as at last date of service duly audited by the Personnel Division and COA/Certificate of leave credits issued by the Admin/Human Resource Management Office (HRMO)	HRMO Registrar/Dean's Office
7. Approved leave application	
8. Complete service record	Dean's Office
Honoraria on Teaching Overload	Claimant
1. Certification from the Registrar/Dean of College that the load is in excess of the regular or outside the regular office hours	Claimant
2. Schedule of classes indicating the designated teaching personnel	
	Office of the President
3. Certificate of actual conduct of classes and/or Accomplishment Report	Office of the President
4. Approved DTR/Service Report	Accounting Office
Travelling Allowances For local travel: 1. Approved Office Order/Travel Order	
	Office of the President
2. Duly approved itinerary of travel	
3. Certification from the Accountant that the previous cash advance has been liquidated and accounted for in the books	Office of the President Sponsoring agency/Organization
For foreign travel:	Claimant

1. Office Order/Travel Order as approved by the Chairman of Commission on Higher Education (CHED)	Claimant
2. Duly approved itinerary of travel	Claimant
3. Letter of invitation of host/sponsoring country/ agency/organization	Claimant
4. For plane fare, quotations of three travel agencies or its equivalent	Office of the President
5. Flight itinerary issued by the airline/ticketing office/travel agency	Office of the President
6. Copy of the UNDP rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed	Office of the President
7. Document to show the dollar peso exchange rate at the date of grant of cash advance	Claimant
8. Where applicable, authority from the OP to claim representation expenses	Accounting Office
9. Invitation (issued by the foreign country) addressed to the agency inviting participants (in case of seminars/trainings)	
10. Acceptance (issued by the foreign country) of the nominees as participants (in case of seminars/trainings)	
11. Program agenda and logistics information (in case of seminars/trainings)	
12. Certification from the Accountant that the previous cash advance has been liquidated and accounted for in the books	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements to the Accounting Services	1.1. Receives requirements from claimant	None	3 Minutes	Accounting Staff
	1.2. Checks if all the required documents are attached	None	5 Minutes	Accounting Staff
	1.3. Forwards the source documents to the Budget Office for preparation of ORS/BURS (if attachments are complete)	None	2 Minutes	Accounting Staff
	1.4. Returns documents to claimant for attachment of lacking requirements and forwards to the Budget Office once complete.	None	1 day	Accounting Staff
	1.5. Prepares ORS/ BURS	None	5 minutes	Budget Office Staff
	1.6. Forwards ORS/ BURS to respective signatories: Box A - Head of concerned unit Box B - Director for Budget and Fiscal Planning	None	4 hours	Budget Office Staff
	1.7. Receives the approved ORS/ BURS, checks Index of Payment, prepares	None	5 minutes	Accounting Staff

	disbursement voucher and forwards it to the accountant for review			
	1.8. Reviews and signs the DV.	None	3 minutes	Chief Accountant
	1.9. Forwards DV to respective signatories: Box A - Head of concerned unit Box C - Director for Accounting Services Box D - College President	None	4 hours	Accounting Staff
	1.10. Assigns DV number and records the transaction in the logbook.	None	5 minutes	Accounting Staff
	1.11. Prepares LDDAP- ADA (only if the claim is charged against Regular Agency Fund) and forwards it to the accountant for signing.	None	5 minutes	Accounting Staff
	1.12. Forwards approved DV with complete attachments to the Cashiering Services.	None	2 minutes	Accounting Staff
	1.13. Inputs details of claims in the WinACICdes data entry system and print 6 copies of ACIC (if claim is against Regular	None	5 minutes	Cashiering Services Staff, FAO

	Agency Fund) or prepares check in 3 copies (if claim is against Internally Generated Fund)			
	1.14. Forwards LDDAD- ADA and ACIC to Government Servicing Bank (for claims against Regular Agency Fund)	None	10 minutes	
	1.15. Releases the original check (for individual claims)	None	2 minutes	Cashiering Services Staff, FAO
	1.16. Encashes the check (for general claims)	None	30 minutes	Disbursing Officer
	1.17. Prepares pay envelopes and disburses claims based on the General Payroll	None	1 day	Cashiering Services Staff, FAO
	1.18. Records paid vouchers and forwards the same to the Accounting Services	None	5 minutes	Cashiering Services Staff, FAO
	Total:	**None**	**2 days 9 hour and 27 Minutes**	

End of transaction

CENTER FOR CULTURE AND ARTS

Utilization of Center for Culture and Arts Process

The Center for Culture and Arts (CCA) shall be fully utilized as a hub for cultural development, artistic expression, and community engagement. It will serve as a venue for training, rehearsals, performances, exhibitions, and cultural activities that promote creativity, preserve cultural heritage, and enhance artistic skills among students, faculty, and the community.

Office or Unit	Center for Culture and Arts
Classification	SIMPLE
Type of Transaction	G2C - Government to Citizens
Who may Avail:	Clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Letter of request addressed to the Head of Office	Chief Administrative Office
2. Endorsement letter from concerned office/department (if applicable)	Office/Department
3. Approved Utilization Form	Supervising Administrative Office

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Secure and accomplish a letter of request and Activity Proposal indicating the purpose, date, time, and nature of the activity.	Receive and log the client's Letter of Request and Activity Proposal	None	2 minutes	Chief Administrative Office
2. Coordinate with CCA staff for clarification, scheduling, and technical requirements (venue setup, sound system, lighting, etc.	Coordinate with the client regarding schedule, venue, assignment, and technical/logistical requirements.	None	5 minutes	Cultural Director and Staff
3. Conduct the approved activity in accordance with CCA policies and guidelines	Review and evaluate the submitted documents for completeness, availability of venue, and compliance with CCA policies	None	5 minutes	Cultural Director and Staff

4. Ensure proper clean-up and turnover of the venue and borrowed equipment after the activity	Receive and file post-activity reports and documentation for records and reference	None	5 minutes	Cultural Director and Staff
	Total:	**None**	**17 minutes**	

End of Transaction.

NATIONAL SERVICE TRAINING PROGRAM

Civic Welfare Training Service (CWTS) Process

The Civic Welfare Training Service (CWTS) is a component of the National Service Training Program (NSTP) focused on community-based activities that contribute to the improvement of health, education, environment, safety, livelihood, and general welfare of communities. It aims to develop students into socially responsible, service-oriented, and value-driven citizens.

Office or Unit	NATIONAL SERVICE TRAINING PROGRAM			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Sulu State College Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Official registration/enrollment in CWTS			School/Department	
2. Accomplished CWTS enrollment form			NSTP Office	
3. Other required documents as prescribed by the institution			School/Department	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Fill out the CWTS enrollment form	Assist students in selecting the CWTS component.	None	2 minutes	NSTP Office
2. Submit accomplished enrollment forms and documents to the NSTP Office	Review submitted enrollment forms and supporting documents	None	5 minutes	NSTP Office
3. Ensure all information is complete and accurate	Verify student eligibility and compliance with prerequisites.	None	5 minutes	NSTP Office
	Total:	**None**	**12 minutes**	

End of Transaction

Literacy Training Service Process

The Literacy Training Service (LTS) is a component of the National Service Training Program (NSTP) aimed at training students to teach literacy and numeracy skills to school children, out-of-school youth, and other members of the community. It develops student's skills in teaching, leadership, and community engagement while promoting education and lifelong learning.

Office or Unit	NATIONAL SERVICE TRAINING PROGRAM			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	SSC Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Official registration/enrollment in CWTS 2. Accomplished CWTS enrollment form 3. Other required documents as prescribed by the institution			School/Department NSTP Office School/Department	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Accomplished NSTP/LTS registration form	Verify and approve LTS student registration forms	None	2 minutes	NSTP Office
2. Photocopy of valid student ID	Conduct LTS orientation for students and faculty supervisors	None	5 minutes	NSTP Office
3. Proof of prerequisites (if any, e.g., completion of basic education courses	Assign students to appropriate community sites based on availability and need	None	5 minutes	NSTP Office
	Total:	**None**	**12 minutes**	

End of Transaction

Reserve Officer's Training Corps Process

A civic education and defense preparedness program for students, emphasizing service to the community as its core specification. It aims to immerse students in activities that promote civic consciousness, literacy, and social responsibility, reflecting the institution's values.

Office or Unit	NATIONAL SERVICE TRAINING PROGRAM			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	SSC Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Accomplished NSTP/ROTC registration form 2. Photocopy of valid student ID 3. Medical certificate or physical fitness clearance 4. Proof of prerequisites			School/Department NSTP Office School/Department	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Accomplished and submit NSTP/ROTC registration form	Verify and approve ROTC/NSTP registration forms	None	2 minutes	NSTP Office
2. Provide photocopy of valid student ID	Check students Ids medical certificates, and prerequisite documents	None	5 minutes	NSTP Office
3. Submit medical certificate or physical fitness clearance	Check students Ids medical certificates, and prerequisite documents	None	5 minutes	NSTP Office
4. Present any prerequisite documents	Assign students to training groups or units based on availability	None	1 minute	NSTP Office
	Total:	**None**	**13 minutes**	

OFFICE OF PHYSICAL EDUCATION AND SPORTS SCIENCE

Issuance of P.E Uniform

This refers to the payment and distribution of P.E Uniform to students.

Office or Unit	OFFICE OF PHYSICAL EDUCATION AND SPORT SCIENCE			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	First Year Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Student ID/ Pre-enrollment Form			OSAS, PESS	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Present the School ID AND Pre-enrollment Form	Receive the ID and the Pre-enrollment form	None	1 minute	Enrolling PESS Faculty
2. Request and pay for P.E Uniform	Receive the payment and list the name and requested uniform size	Php 550.00	2 minutes	Enrolling PESS Faculty
3. Claim the stub	Release a stub with control number	None	1 minute	Enrolling PESS Faculty
4. Enroll to (PATHFIT) subject	List student in PATHFIT class	None	1 minute	Enrolling PESS Faculty
5. Wait for the production of P.E Uniform	Request production of P.E uniforms based on the list requested	None	5 weeks	Enrolling PESS Faculty
6. Present the stub to the PESS Office	Receive and validate the stub	None	1 minute	Clerk
7. Claim and check the received P.E uniform	Release and mark student's name "received" in the record	None	1 minute	Clerk
	Total:	**Php 550.00**	**5 weeks and 7 minutes**	

End of Transaction

QUALITY ASSURANCE OFFICE

Accreditation Support Services

This service provides assistance, coordination, documentation, and monitoring of accreditation activities to ensure compliance with CHED and accrediting agency standards.

Office or Unit	QUALITY ASSURANCE/ACCREDITATION OFFICE			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	All Academic Programs and Units			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
-Preliminary Survey Visit Instruments -Levels I & II Survey Instruments -Level III-Phase 2 Survey Instruments -Level IV Survey Instruments -Institutional Accreditation Survey Instruments/Institutional Portfolio -SUC Levelling Survey Instruments -Compliance Report -Narrative Report -Program Performance Profile (PPP) -Video Presentation (for Level 3 & 4)			Quality Assurance/ Accreditation Office	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit request for Accreditation Assistance	Receive and review request	None	5 minutes to 10 minutes	Head for Accreditation/ Coordinator
2. Attend Coordination meeting	Schedule and conduct meeting	None	5 minutes to 10 minutes	Head for Accreditation/ Coordinator
3. Prepare required documents	Provide templates and guidance	None	3-5 days	QA Staff/ Local Taskforce
4. Submit documents for checking	Review and validate documents	None	3-5 days	QA Team
5. Revise documents based on comments	Provide feedback and corrections	None	2 days	QA Team
6. Final Submission for Accreditation	Compile and submit final documents	None	2 minutes	QA/ Accreditation Head
	Total:	**None**	**Approximately 7-14**	

		working days	

End of Transaction

II. INTERNAL SERVICES

OFFICE OF THE PRESIDENT

Receiving/Releasing of Documents for the Signature of the College President

This service applies to all internal clients and other relevant stakeholders of Sulu State College who wish to request and secure official signature from the College President.

Office of Division:	Office of the President			
Classification:	Complex			
Type of Transaction:	G2C – Government to Government			
Who may avail:	All departments, offices and other stakeholders (Government Agencies)			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Complete Documents 2. Required Signatures 3. Attachments (if applicable)			1. Office of the President	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit documents to Receiving Officer for review.	1.1 Review the submitted documents.	None	20 minutes	Receiving Officer, Chief of Staff, Presidential Staff
	1.2 Endorse the documents to the Chief of Staff for processing.	None	1 minute	Receiving Officer, Chief of Staff, Presidential Staff
2. Wait for endorsement to the Chief of Staff.		None	20 minutes	Receiving Officer, Chief of Staff, Presidential Staff
	2.1 Submit the approved documents to the concerned unit heads.	None	10 minutes	Receiving Officer, Chief of Staff, Presidential Staff
3. Follow up if needed.		None	-	
	Total:	**None**	**51 minutes**	

End of transaction

Monitoring of Electronic Mail

This service intends to define the monitoring of electronic mail from external clientele, stakeholders, and other national agencies concerning any related communications.

Office of Division:	Office of the President			
Classification:	Complex			
Type of Transaction:	G2C – Government to Government			
Who may avail:	All departments, offices and other stakeholders (Government Agencies)			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Email for processing 2. Relevant documents (if applicable)			1. Office of the President	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Send email to Sulu State College official email for review.	1.1 Review and response to email.	None	10 minutes	Communication Officer, Chief of Staff
2. Wait for endorsement to the Chief of Staff.	2.1 Endorse to Chief of Staff for further processing.	None	10 minutes	Communication Officer, Chief of Staff
	2.2 Send/Forward email to concerned unit/s.	None	5 minutes	Communication Officer, Chief of Staff
3. Follow up on email status		None	-	
	Total:	**None**	**25 minutes**	

End of transaction

Student Verifications

This service provides verification of alumni students who are requested by their firm/company for the authenticity of their documents (e.g., Transcript of Record) regarding employment.

Office of Division:	Office of the President
Classification:	Complex
Type of Transaction:	G2C – Government to Government
Who may avail:	Requestor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Student Verification Request, sent via email 2. Required student documents	1. Office of the President

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send verification request through the official email of the college	1.1 Review and response to email.	None	2 minutes	Communication Officer, College Registrar
	2.1 Forward the email to the office of the College Registrar.	None	2 minutes	Communication Officer, College Registrar
2. Wait for verification result or follow-up.			5 minutes	Communication Officer, College Registrar
	2.2 Send verified documents back to client.	None	5 minutes	Communication Officer, College Registrar
	Total:	**None**	**14 minutes**	

End of transaction

OFFICE OF THE VICE PRESIDENT

The Office of the Vice President (OVP) of Sulu State College serves as a key executive arm of the institution, providing strategic leadership, administrative oversight, and operational support in the implementation of the College's vision, mission, goals, and objectives. The Office assists the College President in the effective management, coordination, and supervision of academic, research, extension and administrative units to ensure quality service delivery, institutional excellence, and stakeholder satisfaction. The OVP oversees designated departments and programs, ensuring that policies, standards, and regulatory requirements set by governing bodies such as the Commission on Higher Education (CHED) and other relevant agencies are faithfully implemented. It facilitates institutional planning, monitors program performance, and supports continuous quality improvement initiatives aligned with national and global standards of higher education.

Office or Unit	OFFICE OF THE VICE PRESIDENT
Classification	SIMPLE
Type of Transaction	G2C - Government to Citizens
Who may Avail:	Sulu State College Academic Deans, Faculty, and Student

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Propose Academic Program Development	Academic Deans
2. Propose Academic Program Evaluation	Academic Deans
3. Propose Academic Program Revision	Academic Deans
4. Other documents for recommending and approval (for signature)	Office of the Vice-President

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Academic Program Development Evaluate the Academic Program	Consolidate files in Each Program for review	None	2-5 working days	Vice President's Office
2. Review of the Proposed Program for the Academic Deans	Consolidate files in Each Program for review	None	2-5 working days	Vice President's Office
3. Academic Program Evaluation Review the Draft of the new Curriculum Program	Consolidate files in Each Program for review	None	2-5 working days	Vice President's Office

4. Academic Program Revision Review the Draft of the new Curriculum Program Revision	Consolidate files in Each Program for review	None	2-5 working days	Vice President's Office
	Total:	**None**		

Other Documents for recommending and approval (for Signature)

This refers to the service for Recommending Approval and Approval of the documents for Academic Deans, Faculty and Students.

Office or Unit	OFFICE OF THE VICE PRESIDENT
Classification	SIMPLE
Type of Transaction	G2C - Government to Citizens
Who may Avail:	Academic Deans and Faculty
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Respons ible**
1. Syllabus	Accept and check the document submitted for approval	None	10-15 minutes	Vice President's Office
2. Teaching Load	Accept and check the document submitted for approval	None	10-15 minutes	Vice President's Office
3. Grading Sheet	Accept and check the document submitted for approval	None	10-15 minutes	Vice President's Office
4. Semestral Report	Accept and check the document submitted for approval	None	10-15 minutes	Vice President's Office
5. Individual Performance Commitment Review (IPCR)	Accept and check the document submitted for approval	None	10-15 minutes	Vice President's Office

6. Individual Faculty Monthly Program (IFMP)	Accept and check the document submitted for approval	None	10-15 minutes	Vice President's Office
7. Student Certification Authentication Verification (CAV)	Accept and check the document	None	5-10 minutes	Vice President's Office
8. Releasing the Documents	Secure Log book for the release of the documents	None	2 minutes	Vice President's Staff
	Total:	**None**		

End of Transaction

OFFICE OF THE BOARD SECRETARY

Request for Board Resolutions

A Board Resolution is an official decision made by the Board of Trustees regarding institutional policies, programs, and other significant matters. Clients, including faculty, staff, students, and external stakeholders, may request a copy of a Board Resolution for various purposes such as compliance, documentation, and legal requirements with a letter approved by the College President.

Office of Division:	Office of the Board Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Approved request letter			1. Office of the President	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a request letter specifying the needed resolution approved by the college president.	1.1 Receive, log, and review the request.	None	30 minutes	Board Secretary Office
2. Wait for evaluation and approval.	2.1 Validate request with relevant documents and endorse it for Board Secretary V for action.	None	15 minutes	Board Secretary
3. Await notification.	3.1 Prepare and release the requested Board Resolution.	None	10 minutes	Board Secretary Office
	Total:	**None**	**8 minutes**	

End of transaction

Scheduling and Documentation of Board Meetings

The Commission on Higher Education issue a notice for the schedule of the Board meeting both Regular and Special meeting. The Board Secretary's Office is responsible for coordinating and documenting Board Meetings to ensure proper governance and decision-making within the institution.

Office of Division:	Office of the Board Secretary			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Board of Trustees			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
3. Notice Letter			1. Commission of Higher Education 2. Office of the Board Secretary	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Await meeting schedule confirmation.	1.1 Coordinate with Board Members and notify the schedule of the meeting.	None	3 working days	Board Secretary Office
2. Attend the scheduled meeting.	2.1 Document proceedings and finalize minutes and board resolutions.	None	5 working days after the meeting	Board Secretary
	Total:	**None**	**8 days**	

End of transaction

Request for Board Agenda and Attachment

Individuals or offices within the institution may request copies of the Board Agenda and its attachments for reference, review, or participation in Board discussions. The Board Secretary's Office ensures the timely release of these documents to authorized requesters while maintaining the confidentiality of sensitive information.

Office of Division:	Office of the Board Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Approved request letter			1. Office of the President	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a request letter specifying the needed resolution approved by the college president.	1.1 Receive, log, and review the request.	None	30 minutes	Board Secretary Office
2. Await confirmation	2.1 Verify request details and ensure requester authorization.	None	1 working day	Board Secretary
3. Receive a copy if the Board Agenda and Attachments	3.1 Release the requested documents to the authorized requester.	None	1 working day	Board Secretary Office
	Total:	**None**	**16 hours and 30 minutes**	

End of transaction

Records Management of Board-Related Documents

The Board Secretary's Office maintains official records of Board Resolutions, meeting minutes, and other governance documents. Clients may request access to these records for research, reference, or verification purposes with a letter approved by the college president.

Office of Division:	Office of the Board Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Approved request letter			1. Office of the President	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a request letter for document access approved by the college president.	1.1 Review request and verify authority to access records.	None	1 working day	Board Secretary Office
2. Await confirmation	2.1 Retrieve and provide access to records.	None	2 working days	Board Secretary
3. Review and return accessed documents.	3.1 Ensure compliance with record-keeping protocols.	None	Immediate	Board Secretary Office
	Total:	**None**	**3 working days**	

End of transaction

Confirmation of Graduates and Signing of Diploma

The confirmation of graduates is a formal process conducted by the Board of Trustees to verify and approve the list of students who have completed their academic requirements. This ensures that only qualified students receive their graduation status. The signing of diplomas is the final step in the process, where the Board Secretary reviews and endorses the diplomas for the President's signature, signifying the institution's official recognition of the graduate's academic achievements.

Office of Division:	Office of the Board Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Office of the Registrar			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. List of graduates, Diploma, Evaluation, and Referral Slip			1. Office of the Registrar	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the list of confirmed graduates endorsed by the Office of the Registrar.	1.1 Receive and review the list of graduates.	None	1 working day	Board Secretary
2. Submit supporting documents (e.g., academic records, clearances).	2.1 Verify the documents and ensure compliance with institutional requirements.	None	2 working days	Board Secretary
3. Await Board approval.	3.1 Present the list of graduates to the Board of Trustees for confirmation.	None	Next scheduled Board meeting	Board Secretary and Board of Trustees
4. Receive confirmation of graduation.	4.1 Issue confirmation letter and notify the Office of the Registrar.	None	1 working day	Board Secretary

5. Submit the diplomas for signing.	5.1 Review, sign, and endorse diplomas for the President's signature.	None	3 working days	Board Secretary
6. Collect signed diplomas.	6.1 Release the signed diplomas to the Office of the Registrar for distribution.	None	1 working day	Board Secretary's Office
	Total:	**None**	**8 working days**	

End of transaction

PLANNING OFFICE

Provision of Institutional Data

This service shall provide Simple Institutional Data to the requesting clients. Simple data refer to previously processed and complete data, such as copies of Annual Investment Plan, Land Use Development and Infrastructure Plan (LUDIP), Strategic Plan, Operational Plan, and Physical Plan Report, ISO documents and other related documents of the Planning Office.

Office of Division:	Planning Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Administrators, Heads/Deans, Faculty, Student, and Other Client			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Request Form/Letter			1. Planning Office	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out Request Form	1.1 Receives and assess the request form	None	5 minutes	Planning Staff
	1.2 Refer request to concerned personnel/office	None	1 hours	Planning Staff
	1.3 Retrieve/consolidate requested data	None	3 hours	Planning Staff
	1.4 Review and validate the document requested	None	2 hours	Planning Director
	1.5 Print and sign document	None	3 minutes	Planning Director
2. Receive duly signed document and acknowledge receipt of the document by signing the logbook	2.1 Issue duly signed document to the requestor	None	5 minutes	Planning Staff
	2.2 Assist the client in signing the logbook	None		
	Total:	**None**	**6 hours and 13 minutes**	

End of transaction

PROJECT DEVELOPMENT OFFICE

Process of Work Order Request

This service shall provide a document used to request maintenance, repairs, or specific services within the institutions. It outlines the details of the required work, including the type, scope, location, priority level, and necessary resources. This request ensures proper documentation, approval, and tracking of tasks to maintain efficiency, compliance and operational continuity.

Office of Division:	Project Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government (internal)			
Who may avail:	All Department and Offices			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Work Order Request Form 2. Work Request Photo			1. Project Development Office	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out Work Order Request Form, and take a picture of the requested work. *Fill out the requestor portion only	1.1 Provide the Work Order Request Form to the requestor.	None	5 minutes	End User/Requestor
2. Sign in the Client logbook in the office.	2.1 Give the logbook to the client.	None	2 minutes	Project Development Office
3. Submit the completed Work Request Order Form, along with a printed photo of the	3.1 Receive the form, then verify and inspect the requested work.		1 hour	Project Development Office, Chief Administrative Office
	3.2 Specify the work type and scope in the form	None		

requested work, to the Project Development Office.	3.3 Forward the form to the Chief Administrative Office for approval.	None		
	3.4 Inform the requestor about the status of the request.	None		
Total:		**None**	**1 hour and 7 minutes**	

End of transaction

ADMINISTRATIVE AND GENERAL SERVICES OFFICE

Utilization of School Facilities

This service applies to all internal clients of Sulu State College who wish to utilize the school's facilities for events, activities, or programs of the College. It encompasses the entire process from the initial request for utilization to the completion of event of program.

Office of Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Application Form for utilization of school facilities			1. General Services Office 2. Cashier's Office	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request letter to the Chief Administrative Office for approval.	1.1 Receive the approved request letter from the internal client	None	1 minute	Supervising Administrative Office and Staff
	2.1 Provide Application Form for utilization of school facilities	None	1 minute	Supervising Administrative Office and Staff
	2.2 Verification of the availability of school facilities being requested	None	1 minute	Supervising Administrative Office and Staff
3. Approval of request for Utilization	3.1 Receive the approved Request Letter from the internal client.	None	3 minutes	Supervising Administrative Office and Staff
	Total:	**None**	**8 minutes**	

End of transaction

Approval of Utilization Form

This refers to the service of processing and approval of utilization request for institutional resources, ensuring, compliance.

Office or Unit	OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER			
Classification	SIMPLE			
Type of Transaction	G2G - Government to Government			
Who may Avail:	Faculty, Administrative Units of SSC and outside client			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Duly accomplished Utilization Form Endorsement from Immediate Supervisor Supporting documents (Request Letter)			Requesting Unit/SAO Concerned Department Requesting Unit	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit accomplished Utilization Form with attachments	Receive and log request	None	5 minutes	Administrative Staff
2. Endorse to Chief Administrative Officer for review	Review completeness and compliance	None	5 minutes	Chief Administrative Officer
3. If compliant, sign approval	Issue approved utilization form	None	5 minutes	Chief Administrative Officer
4. Release approved form to requesting unit	Record and release	None	5 minutes	Administrative Staff
	Total:	**None**	**20 minutes**	

End of Transaction

Signing of all documents that require the Chief Administrative Officer's recommending approval

This refers to the service on signing and recommending approval of all documents that require the endorsement of the Chief Administrative Officer (CAO).

Office or Unit	OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER (CAO)			
Classification	SIMPLE			
Type of Transaction	G2G - Government to Government			
Who may Avail:	Faculty, Staff and Administrative Units of Sulu State College			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
School ID, any valid ID, Authorization Letter for authorized representative			Office of the Registrar	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit document requiring Chief Administrative Officer recommendation	Receive and log request	None	5 minutes	Administrative Staff
2. Endorse to Chief Administrative Officer for review	Review completeness and compliance	None	5 minutes	Chief Administrative Officer
3. If compliant, sign recommending approval	Issue signed document	None	5 minutes	Chief Administrative Officer
4. Release signed document to requesting unit	Record and release	None	5 minutes	Administrative Staff
	Total:	**None**	**20 minutes**	

End of Transaction

Signing of all Personnel Data Sheets (PDS)

This refers to the signing and recommending approval of all Personal Data Sheets (PDS) submitted by faculty, staff, and administrative units requiring the endorsement of the Chief Administrative Officer (CAO).

Office or Unit	OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Faculty, Staff and Administrative Units of Sulu State College			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Duly accomplished Personal Data Sheet (PDS)			Requesting Unit/Concerned Department	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit accomplished PDS	Receive and log request	None	1 minute	Administrative Staff
2. Endorse to Chief Administrative Officer for review	Review completeness and compliance	P 30.00 per set	3 minutes	Chief Administrative Officer
3. If compliant, sign recommending approval	Issue signed PDS	None	3 minutes	Chief Administrative Officer
4. Release signed PDS to request unit	Record and release	None	1 minute	Administrative Staff
	Total:	**None**	**20 minutes**	

End of Transaction

Receiving of incoming letter form other Agency or Office/s

This refers to the receiving, logging, and endorsing incoming letters from other agencies for appropriate action and documentation.

Office or Unit	OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Faculty, Staff and Administrative Units of Sulu State College			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Incoming letter/document			External Agency of Office	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit incoming letter to Chief Administrative Officer Office	Receive and log the letter	None	5 minutes	Administrative Staff
2. Endorse to Chief Administrative Officer for review	Review content and determine appropriate action	None	5 minutes	Chief Administrative Officer
3. Forward to concerned office/unit	Route letter for proper handling	None	5 minutes	Administrative Staff
4. Record and file copy	Maintain documentation for reference	None	5 minutes	Administrative Staff
	Total:	**None**	**20 minutes**	

PROCUREMENT OFFICE

Processing of Purchase Request

This service applies to all internal clients of Sulu State College who intend to request for office materials and equipment. An internal document generated to notify the Procurement Office of the material of supply needed to be procured that is not available at the Property and Supply Management Office.

Office of Division:	Procurement Office
Classification:	Simple
Type of Transaction:	G2C – Government to Government (internal)
Who may avail:	All departments and offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Purchase Request (PR)	1. Procurement Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identify the materials that need to be purchased. *Make us the materials or supplies are not available at the Property and Supply Management Office	1.1 Assist the end user (client) to identify the materials.	None	1 hour	End User
2. Prepare a purchase request for the materials needed	2.1 Give the template of the Purchase Request.	None	5 minutes	End User
3. Submit for approval of the Chief Administrative Officer.	3.1 Monitor the submitted Purchase Request	None	2 minutes	End User
4. Forward to the Procurement	4.1 Verify and accept the Purchase request	None	2 minutes	Procurement Office

Office once the Purchase Request is approved.	4.2 Start processing the request.	None		
Total:		**None**	**1 hour and 9 minutes**	

End of transaction

RECORD OFFICE MANAGEMENT AND ARCHIVES

Retrieving and Releasing of Files

This service provides retrieving and releasing of files to process securely locates and provide physical files requesting employees within the organization.

Office of Division:	Record Office Management and Archives			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Students and Other Offices			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Request/Released Form (RRF)			1. Record Office Management and Archives	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out request/released form	1.1 Check the form if it is filled out correctly.	None	5 minutes	Record's Staff
2. For confidential files, it needs to secure approval letter from the Office of the President	2.1 Require the requestor an official ID and approval letter from the Office of the President.	None	1-5 minutes	Record's Staff
3. Approval of request for Utilization	3.1 Give the logbook to the client.	None	1-5 minutes	Record's Staff
Total:		**None**	**15 minutes**	

End of transaction

Storing of Records

This service provides organization of documents that ensures easy retrieval ad easy accessibility.

Office of Division:	Record Office Management and Archives			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Students and Other Offices			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Request/Released Form (RRF)			1. Record Office Management and Archives	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Release files for storing	1.1 Organize and file all the collected documents in the ROMA storage room.	None	5 minutes	Record's Staff
2. Request a RRF (Request/ Release Form) from ROMA.	2.1 Check every now and then if the files are all filed correctly for easy future retrieval or release.	None	5 minutes	Record's Staff
	Total:	**None**	**10 minutes**	

End of transaction

SUPPLY AND PROPERTY MANAGEMENT OFFICE

Procedure on Releasing and Returning of Borrowed Academic Gown "TOGA"

This service facilitates the release and return of academic gowns (togas) to graduating students for official commencement and academic ceremonies. The Property and Supply Management Office ensures proper issuance, documentation, inspection, and accountability of gowns, including monitoring timely returns and assessing any loss or damage in accordance with institutional policies.

Office or Unit	PROPERTY AND SUPPLY MANAGEMENT OFFICE
Classification	SIMPLE
Type of Transaction	G2C - Government to Citizen
Who may Avail:	Graduating Students of Sulu State College

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Graduation form and official invoice of graduation fee	Registrar's Office and Cashier's Office

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Pays graduation fee and secures official invoice/receipt at the Cashier's Office	Accepts payment and issues official invoice/receipt	Toga rental rate: Undergraduate ₱500 Masteral ₱1,000 Doctoral ₱1,500	5 minutes	Cashier
2. Presents official invoice/receipt and duly signed Graduation Form	Receive and verify the documents presented	None	2 minutes	PSMO Personnel
3. Receives academic gown (toga) and acknowledges receipt	Inspect and release the academic gown and record issuance	None	5 minutes	PSMO Personnel
4. Returns the academic gown (toga) to the Property and Supply Management Office after the commencement exercise	Receives the returned gown and checks the record	None	2 minutes	PSMO Personnel
5. Waits for inspection	Inspects the gown for completeness,	Penalties Dirty toga for Undergrad ₱100	5 minutes	PSMO Personnel

	cleanliness, and	for Master's and Doctoral ₱300. Damage For minor damage ₱500, major damage ₱1,500, for undergrad ₱3,500, for Master's and Doctoral ₱7,500. For Incomplete Toga: Undergrad-Sash ₱250, gown ₱1,000, cap ₱250		
6. Acknowledges clearance (if no damage)	Records the return	None	2 minutes	
7. Receives assessment (if gown is returned with damage and incomplete), pays the corresponding fee	Assess the extent of damage, informs the client of the applicable fee, and proceeds to the Cashier's Office for payment settlement	Stated above	15 minutes	
8. Pays assessed fee at the Cashier's Office and presents official receipt		None	2 minutes	
	Total:		**38 minutes**	

End of Transaction

Processing of Purchase Request through Shopping

A requisition and Issue Slip (RIS) is an internal document generated to request office supplies at the Sulu State College Property and Supply Management Office.

Office or Unit	Property and Supply Management Office			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	Office/Department of Sulu State College			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Requisition and Issue Slip (RIS)			Property and Supply Management Office (PSMO)	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. The end user will identify the office supplies needed for one semester		None	30 minutes	End-user
2. Secure a copy of RIS form at PSMO (Supply office) if unavailable at your designated office.	Give a soft copy of the Requisition and Issue Slip form.	None	2 minutes	End-user and Property and supply management office personnel
3. Fill in the RIS form with supplies needed for one semester		None	30 minutes	End-user
4. Submit the RIS to your head of unit for the signature requested by, and to the Chief Administrative Officer for approval of your request.	Check the RIS form if signed and approved by signatories.	None	1 hour	End-user

5. Once signed & approved, submit a copy of the RIS form to the property and supply office for verification of available supplies to be released.	-Checking and verifying the availability of supplies requested. -Start preparing the requested supplies. - If unavailable endorsed to procurement office.	None	5 minutes	Property and supply management office personnel Procurement Office
6. Releasing of available supplies requested.		None	2 minutes	Property and Supply Management Office Personnel
7. Write down the items issued by the property and supply management office in the designated logbook for record purposes.	Verify the completeness of listed items in the logbook	None	5 minutes	End-user and Property and Supply Management Office personnel
8. Let the supply officer PSMO personnel sign the RIS form in the column under issued by. 8.1 The receiver of the items requested will also be signed in the column of received by.	Signed the RIS form under Issued by. Let the receiver sign in the RIS form	None	2 minutes	End-user and property and supply management office personnel

9. The end user will secure a copy of the RIS form.	Secure a copy of the RIS form for PSMO copy	None	1 minute	End-user and property and supply management office personnel
	Total:	**None**	**2 hours and 17 minutes**	

End of Transaction

AUXILIARY SERVICE OFFICE

Collection of Liquidation Report on the Income Generating Projects

This service is essential process to ensure transparency and accountability in managing income-generating projects of the institution. This process involves gathering, verifying, and reviewing financial records submitted by project heads to account for revenues, expenses, and other financial transactions.

Office of Division:	Auxiliary Service Office
Classification:	Simple
Type of Transaction:	G2C – Government to Business Entity
Who may avail:	Supervising Administrative Office, Hostel Manager, Garments in-charge, Stalwart Manager, Agriculture Department

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Liquidation Report	1. Supervising Administrative Office 2. Hostel Manager, 3. Garments in-charge 4. Stalwart Manager, 5. Agriculture Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Liquidation Report on: • Rental of Facilities • Hostel Accommodation • Garments Industry • Stalwart Café • Copra and Organic Farming	1.1 Receive and record submitted liquidation report	None	1-2 working days	Auxiliary Director
	1.2 Review and validate financial details.	None		
	Total:	**None**	**1-2 days**	

End of transaction

AUXILIARY SERVICE OFFICE

Monitoring of the Income Generating Projects

This service provides oversight and evaluation of financial and operational performance for all income-generating projects of the institution. This process involves tracking financial performance, operational effectiveness, and sustainability of various income sources.

Office of Division:	Auxiliary Service Office
Classification:	Simple
Type of Transaction:	G2C – Government to Business Entity
Who may avail:	Supervising Administrative Office, Hostel Manager, Garments in-charge, Stalwart Manager, Agriculture Department

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Liquidation Report	6. Supervising Administrative Office 7. Hostel Manager, 8. Garments in-charge 9. Stalwart Manager, Agriculture Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Summary Report on: • Rental of Facilities • Hostel Accommodation • Garments Industry • Stalwart Café • Copra and Organic Farming	1.1 Conduct regular assessment of the financial records and operational activities	None	1-2 working days	Auxiliary Director
2. For confidential files, it needs to secure approval letter from the Office of the President	1.2 Verify and validate liquidation reports submitted by the project heads.	None		Auxiliary Director
3. Approval of request for Utilization	1.3 Ensure compliance	None		Auxiliary Director

	with financial policies and institutional guidelines			
	1.4 Identify potential areas for improvement and recommend strategies for sustainability	None		Auxiliary Director
	Total:	**None**	**1-2 working days**	

End of transaction

EXTENSION OFFICE

Procedure on the Review and Evaluation of Extension and Outreach Project/Program Proposals

The service intends to review and evaluate the extension service and outreach project/program proposals submitted by different colleges and other offices. It covers from receiving the proposal to the endorsement to the approving bodies.

Office of Division:	Extension Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Deans/Chairperson/Faculty/Extension Service Coordinators			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Accomplished Program/Project Proposal (Form 1)			1. To be prepared by requestor	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of Extension proposals	1.1 Receives the project proposal	None	3 minutes	Extension Service Office Assistant
	1.2 Assess and review project/program proposal	None	30 minutes	Extension Service Director
	1.3 Approval or disapproval of the extension service project/program proposal	None	30 minutes	Extension Service Director, Administrative Officer, Accountant, Vice President and President
	Total:	**None**	**1 hour and 3 minutes**	

End of transaction

Procedure on Monitoring Implemented Extension Service

The service intends to monitor the implementation of extension service and outreach project/program conducted by different colleges and other offices.

Office of Division:	Extension Service Office
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Deans/Chairperson/Faculty/Extension Service Coordinators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Extension Service Progress Report Form	To be prepared by requestor.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a completed narrative progress report and photo documents of the conducted project or programs.	1.1 Receives a completed narrative progress report and photo documents (hard and soft copy)	None	3 minutes	Extension Service Office Assistant
	1.2 Conduct the onsite visit to monitor the objectively the implemented project or program.	None	8 hours	Extension Service Director
	1.3 Submit the observation/monitoring report to the office of the Vice president and the President. .	None	3 hours	Extension Service Director
	Total:	**None**	**11 hours and 3 minutes**	

End of transaction

RESEARCH OFFICE

Procedure on the Review of Research Proposals

The service intends to define the process and requirements in screening, reviewing, and evaluating the submitted faculty research capsule proposals using the designed tools.

Office of Division:	Research Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty Researchers			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Detailed capsule proposal in a Research Proposal Form (3 hear copies and 1 electronic copy. 2. Research Review and Evaluation Forms 3. Approval Sheet			1. Research Office	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Preparation and Submission of faculty capsule proposals • The interested faculty researcher prepares and submits the research for capsule proposal/s following the format provided by the Research	1.1 Receive the capsule proposal document.	None	15-30 days (1st quarter)	Interested faculty researcher/s (proponents)

Office.				
2. Present the research Proposal for review and evaluation.	21. Screen, review and evaluate research proposal/s	None	Due on the last Friday of February	Faculty researcher/s Research coordinators Research Director Vice President
2.1 A research proposal or presentation shall take before the conduct of the study. It should follow the standard format given by the research office.		None	All proposals screened/appraised and returned to the proponent on/before the end of March 31 for preparation of the detailed proposals.	
2.2 Proposals must include terms of reference, line-item budget, and schedule or work plan.		None		

2.3 Submit three copies of the proposal for the evaluation committee to review on		None		
3. Secure approval of the research proposal.	3.1 Approve the research proposal/s	None	5-10 days	Faculty researcher/s Research Director Vice President President
3.1 Copy of the revised paper is submitted to the research office for validation.		None		
3.2 After validation from the research office, a copy of the paper is submitted to the office of the vice president.		None		
3.3 The faculty researcher then submits an approval sheet in a prescribed format and let the research director, the vice president for research and extension sign the approval sheet.		None		
3.4 The VP then submits a letter to the president confirming that the faculty researcher has successfully revised the paper and is ready for implementation.		None		

3.5 The president signs the approval sheet and asks the faculty researcher to submit it back to the research office/director for provision of financial grants or others.		None		
3.6 The timeline for the implementation then starts.		None		
	Total:	**None**	**20-40 days**	

End of transaction

Process for the In-House Review of Research Outputs

The service intends to define the process and procedures for the In-House-Review of Research Outputs. It further intends to evaluate the quality, usefulness, and significance of the research outputs to the institution and the community where it was conducted. It will also serve as the process for evaluating the readiness of the research output for publication.

Office of Division:	Research Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty Researchers			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Copy of the research output with Intent letter 2. Transmittal Letter 3. Hard Copies of the Research Outputs (in IMRAD Format)			1. Faculty Researcher/s 2. Research Office 3. Secure IMRAD form from Research Office	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of Research Outputs	1.1 Receive the research output	None	4th Quarter (Due last Friday of November)	Researcher
1.1 The Researcher submit a hard copy of the research output he conducted to the research coordinators together with the intent letter stating the interest for an in-house-review.		None		
1.2 The research coordinator will receive the copy of the research output and attaches his		None		

signature to the receiving copy of the intent letter.				
1.3 The research coordinator prepares the transmittal letter to be forwarded to the office of the research director and secures his signature on the receiving copy.		None		
2. Scheduling/Setting date of the In-House-Review	Schedule and set the date of the In-House-Review	None	5-10 days	Research Coordinator Research Director Vice President College President
2.1 Wait for the research director to prepare an endorsement letter identifying the numbers of presenters for the in-house-review and seeks the approval of the set date from the office of the VP and to be approved by the college president.		None		
2.2 Wait for the VP to receives the copy of the endorsement letter and attaches his signature		None		
2.3 Wait for the research director to forward the signed endorsement letter of the VP for final approval of the		None		

scheduled in-house-review.				
3. Approval of the Schedule date.	3.1 Securing approval of the scheduled/set date	None		Research Director College President
3.1 Wait for the college president to attach their signature on the endorsement letter sent by the research director and approved the scheduled date of the in-house-review.		None		
4. In-House-Review	Prepare and conduct the In-House-Review	None	1 day	Researchers/ Proponents Research Coordinators Research Director Vice President College President
4.1 Wait for the research director and research coordinator to prepare the venue for the in-house-review.		None		
4.2 The researcher presents their research outputs to the institutional panel members,		None		
4.3 The institutional panel members make necessary recommendations on the research output		None		
4.4 The researcher/s take note of the recommendation made by the institutional panel members and makes necessary		None		

revisions as appropriate.				
Total:		**None**	**7-15 days**	

End of transaction

OFFICE OF INTERNATIONAL AFFAIRS AND SERVICES

International Linkages and Academic Partnerships

The service intends to facilitate the collaboration with foreign institutions, manages international student affairs, and coordinates exchange programs, faculty mobility, and global research initiatives.

Office of Division:	Office of International Affairs and Services
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government/G2C – Government to Citizens
Who may avail:	Faculty, Staff, and Student of SSC, Foreign Institutions, International Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent or Request for Application 2. Memorandum of Understanding (MOU) or Memorandum of Agreement (MOA) 3. Endorsement from College President 4. Copy of Passport and Valid IDs 5. Academic or Professional Records (if applicable)	1. Partnership Institution 2. International Affairs Office 3. Office of the President 4. Applicant 5. Applicant Institution

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent/Request with necessary documents or attachments	1.1 Receive and review documents	None	1-2 working days	International Affairs Director
2. Attend Consultation or Meeting (if required)	2.1 Conduct meeting, clarify details	None	2-5 working days	International Affairs Director and College President
3. Submit additional requirements (if necessary)	3.1 Process documents and endorsements	None	3-7 working days	International Affairs Director
4. Sign approval	4.1 Secure necessary approvals	None	5-10 working days	International Affairs Director

MOA/MOU (if applicable)				and College President
5. Receive final documents or decision	5.1 Release signed agreement or response	None	1-2 working days	International Affairs Director
	Total:	**None**	**27 days**	

End of transaction

DISASTER RISK REDUCTION MANAGEMENT OFFICE

Procedure on the Review and Evaluation of DRRM Projects/Program Proposals

The service intends to review and evaluate disaster risk reduction and management (DRRM) service and outreach project/program proposals submitted by different colleges and other offices. It covers from receiving the proposal to the endorsement to the approving bodies.

<table>
<tr><td>Office of Division:</td><td colspan="4">Disaster Risk Reduction Management Office</td></tr>
<tr><td>Classification:</td><td colspan="4">Simple</td></tr>
<tr><td>Type of Transaction:</td><td colspan="4">Internal (or Movement to Citizen if applicable)</td></tr>
<tr><td>Who may avail:</td><td colspan="4">Deans/Students/Faculty/DRRM Coordinators</td></tr>
<tr><td colspan="3">CHECKLIST OF REQUIREMENTS</td><td colspan="2">WHERE TO SECURE</td></tr>
<tr><td colspan="3"></td><td colspan="2"></td></tr>
<tr><td colspan="3">Accomplished DRRM Project Proposal (Form 1)</td><td colspan="2">To be prepared by requestor DRRM Office</td></tr>
<tr><td>CLIENT STEPS</td><td>AGENCY ACTIONS</td><td>FEES TO BE PAID</td><td>PROCESSING TIME</td><td>PERSON RESPONSIBLE</td></tr>
<tr><td>1. Submission of DRRM project proposals</td><td>1.1 Receives the project proposal</td><td>None</td><td>3 minutes</td><td>DRRM Assistant Office</td></tr>
<tr><td></td><td>1.2 Assess and review project/program proposal</td><td>None</td><td>30 minutes</td><td>DRRM Director</td></tr>
<tr><td></td><td>1.3 Approval or disapproval of the DRRM project/program proposal</td><td>None</td><td>30 minutes</td><td>DRRM Director, Administrative Officer, Accountant, Vice President and President</td></tr>
<tr><td colspan="2">Total:</td><td>None</td><td>1 hour 3 minutes</td><td></td></tr>
</table>

End of transaction

CENTER FOR CULTURE AND ARTS

Selection of New Talents Process

The Selection of New Members for the Stalwarts Performing Artists (SPA) aims to identify, recruit, and develop talented students who will represent the institution in various cultural and artistic performances. This activity supports the continuous growth, sustainability, and excellence of the performing arts group.

Office or Unit	College of Arts and Science Dean's Office
Classification	SIMPLE
Type of Transaction	G2C - Government to Citizens
Who may Avail:	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly accomplished Stalwart Performing Arts Application form	Center for Culture and Arts
2. Photocopy of School ID/ Certificate of Registration	Center for Culture and Arts
3. Latest Copy of Class Schedule	Center for Culture and Arts
4. One (1) recent 2x2 ID Picture	Center for Culture and Arts
5. Other Supporting documents	Center for Culture and Arts

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Interested applicants shall obtain the Stalwarts Performing Arts (SPA) Application Form from the Center For Culture and Arts (CCA) or the official SPA page	The Center for Culture and Arts (CCA) prepares and distributes the SPA Application Form and posts official announcement	None	2 minutes	Cultural Director and Staff
2. Complete the application form and prepare all required documents and audition materials based on the posted checklist	CCA staff receives submitted applications and checks completeness of documentary	None	10 minutes	Cultural Director and Staff

	and audition requirements			
3. Submit the accomplished application form and complete requirements to the CCA Office on or before the deadline	The CCA coordinates with SPA trainers and evaluators to schedule auditions and prepare the venue, equipment, and evaluation tools	None	5 minutes	Cultural Director and Staff
4. Applicants must report on the scheduled date, time, and venue for the audition wearing proper attire and with necessary materials.	The SPA Selection Committee conducts audition and evaluates applicants based on established criteria	None	1 day	Cultural Director and Staff
5. Applicants will be evaluated by the SPA Selection Committee based on talent, performance, attitude, and commitment	The CCA consolidates evaluation scores, validates results, and prepares the list of qualified applicants	None	30 minutes	Cultural Director and Staff
6. Qualified applicants will be posted on the official bulletin and/or contacted through official communication channels	The cultural Director reviews and approves the final list and authorizes the	None	1 day	Cultural Director and Staff

	official release of results			
7. Selected applicants must attend the SPA Orientation and confirm their membership by signing the required agreements	The CCA organizes and facilitates the orientation for newly selected SPA members, including discussion of policies and schedules.	None	I hour	Cultural Director and Staff
	Total:	**None**	**1 day 1, hour 47 minutes**	

End of transaction

Performing Arts Training and Development Process

This service focuses on teaching, coaching, and developing skills in various performance disciplines. It supports both beginners and experienced performers.

Office or Unit	Center for Culture and Arts
Classification	SIMPLE
Type of Transaction	G2C - Government to Citizens
Who may Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Birth Certificate (PSA-Issued)	PSA Office
5. High School Diploma / Transcript of Records (TOR)	School or Authority
6. Certificate of Good Moral Character	School or Authority
7. Duly accomplished application form	Center for Culture and Arts

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client/student inquires at the Center for Culture and Arts Office or through official communication channels	Provide complete information on available performing arts programs, schedules and requirements	None	2 minutes	Cultural Director and Staff
2. Documents are submitted to the Center for Culture	Receive and review submitted documents for completeness and accuracy	None	5 minutes	Cultural Director and Staff

and Arts Office for initial screening				
3. Client fills out the application or registration form	Issue and explain the application / registration form	None	5 minutes	Cultural Director and Staff
Total:		**None**	**12 minutes**	

End of Transaction

OFFICE OF PANREHIYONG SENTRO NG WIKA

Translation and Language Consultation

This service provides professional translation, editing, and linguistic authentication of documents, research papers, and creative work. It aims to promote the standardized use of the Filipino language and regional dialects in official correspondence, academic discourse, and public information materials, ensuring that all outputs adhere to the latest orthographic standards and grammatical rules.

Office or Unit	Panrehiyong Sentro ng Wika
Classification	SIMPLE
Type of Transaction	G2C - Government to Citizen/ G2G Government to Government
Who may Avail:	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Service Request Form 2. Soft or Hard Copy of the document to be translated 3. Valid Identification Card (1 Photocopy)	1. Sentro ng Wika front Desk/Official website 2. Requesting Party 3. Any Government Agency/School

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit the service Request Form and the Document	Receive and evaluate the document for complexity and word count	None	15 minutes	Director - SWK
2. Wait for the assessment of fees and timeline	Issue an order of payment and provide an estimated completion date.	None	20 minutes	Director - SWK
3. Pay the required translation fees at the Cashier	Process the payment and issue an Official Receipt (OR)	Php 150.00/ page	15 minutes	Cashier
4. Present the OR to Sentro ng Wika	Acknowledge payment and assign the document to the translator	None	5 minutes	Assistant
5. Claim the translated	Release the final translated/edited copy of the	None	10 minutes	Translation Specialist

document on the scheduled date	Certification of Translation			
	Total:	**Php 150.00**	**1 Hour 5 minutes 3-5 Working days**	

End of Transaction

Note: The “Processing Time” and “Fees” usually depend on the length of the document. For short documents (1-2 pages), 3 days is standard; for books or technical manuals, it may take weeks.

GENDER AND DEVELOPMENT (GAD)

Provision of Gender and Development (GAD) Technical Assistance and Advisory Services

Provision of technical assistance, consultation, and advisory services on Gender and Development (GAD) concerns, including gender analysis, GAD mainstreaming, GPB preparation, HGDG application, and other gender-related institutional initiatives.

Office or Unit	Gender and Development (GAD) Office
Classification	Simple Transaction
Type of Transaction	G2G Government to Government /G2C Government to Citizens
Who may Avail:	SSC Officials, Faculty, Non-Teaching Personnel, Students, GFPS Members

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Requirements • Written request /GAD Assistance Request Form • Brief description of concern	GAD Office Requesting Office

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit request	Receive and log request	None	5 minutes	GAD Staff
2. Wait for the evaluation	Evaluate and schedule assistance	None	1 working day	GAD Focal Person
3. Attend consultation	Provide TA/Advisory	None	1-3 working days	GAD Focal Person/GFPS
4. Receive output	Issue recommendations	None	1 working day	GAD Office
	Total:	**None**	**3-5 Woking days**	

End of Transaction

Harmonized Gender and Development Guidelines (HGDG) Assessment and Rating

Conduct of HGDG assessment and rating of programs, projects, and activities (PPAs) to determine gender-responsiveness and compliance with national GAD standards.

Office or Unit	GAD Office/GFPS			
Classification	Highly Technical Transaction			
Type of Transaction	G2G - Government to Government			
Who may Avail:	SSC Offices implementing PPAs			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Requirements • PPA Proposal/Concept Note • HGDG Checklist • Supporting documents			Requesting Office GAD Office Requesting Office	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit PPA	Receive documents	None	5 minutes	GAD Staff
2. Wait for the assessment	Conduct HGDG review	None	1-3 working days	GFPS TWG
3. Attend validation	Validate scores	None	1 working day	GAD Focal Person
4. Receive rating	Issue HGDG score	None	1 working day	GFPS Chair
	Total:	**None**	**5 working days**	

End of Transaction

Conduct of Gender Sensitivity Training (GST) and GAD-Related Capacity-Building Activities

Planning, coordinator, and conduct of Gender Sensitivity Training and other GAD capacity-building activities for SSC personnel and students.

Office or Unit	Gender and Development (GAD) Office			
Classification	Complex Transaction			
Type of Transaction	G2G Government to Citizen G2C Government to Citizen			
Who may Avail:	SSC Personnel and Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Requirements • Proposed participants			Requesting Office	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit request	Receive and evaluate	None	1 working day	GAD Focal Person
2. Coordinate schedule	Plan training	None	3 working days	GAD Office
3. Attend training	Conduct GST	None	As scheduled	Resource Persons
4. Receive materials	Provide documentation	None	1 working day	GAD Staff
	Total:	**None**	**5 working days (excluding activity date)**	

End of Transaction

Referral and Assistance on GAD-Related Complaints and Concerns

Receiving, documenting, and referring gender-related complaints (e.g., sexual harassment, discrimination) to proper authorities in accordance with existing SSC policies.

Office or Unit	Gender and Development (GAD) Office			
Classification	Complex Transaction			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	SSC Personnel and Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Requirements • Written complaint/affidavit (if applicable) • Supporting evidence (optional)			Complainant Complainant	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. File complaint	Receive and document	None	10 minutes	GAD Staff
2. Await action	Evaluate and refer	None	2 working days	GAD Focal Person
3. Follow-up	Coordinate with the committee	None	3 working days	GAD Office
	Total:	**None**	**5 working days**	

End of Transaction

DATA PROTECTION OFFICE

Possible Data Breach Complaint

This service is about how the office response complaint of its stakeholders for a suspected and/or possible data breach that they may have experience since the institution collects both personal information and sensitive personal information either for profiling and research purposes as specified in the consent form.

Office or Unit	DATA PROTECTION OFFICE			
Classification	SIMPLE			
Type of Transaction	G2C - Government to Citizens			
Who may Avail:	All stakeholders (e.g. Students, prospective students, employees, prospective employees, parents, and others)			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Screen hot and/or Proof of Data Breach			7. Flat form use and/or Unit Concern	
Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
10. Client inform the DPO of a possible or suspected data breached then file a formal complaint	Receive and record the official complaint	None	5 minutes	DPO, Secretariat
Wait for the acknowledgement receipt	DPO gives acknowledgement receipt	None	1 minute	DPO, Secretariat
END of Transaction (Client will be notified within 24 hours of the result of the evaluation if the breach is found to be a NOTIFIABLE BREACH the DPO will submit National Privacy Commission within 72 hours, IF NOT a documentation of the incident report will be submitted to the OTP for internal Record only for corrective or preventive action				
	Total:	**None**	**17 minutes**	

End of Transaction

FEEDBACK AND REDRESS MECHANISM

How to send feedback	**A. Face to face:** Accomplish the feedback form available at various offices of Sulu State College. Clientele shall send their feedback at the designated drop box for customer satisfaction survey form available in front of the frontline services office. The client may also scan the QR code provided at the front premise of the transacting offices. **Online:** Online Transactions Client may click the Client Satisfaction Feature of the College Official Website and send their feedback through the corresponding link.
How feedbacks are processed	The Client Satisfaction Measurement Survey forms are collected, interpreted and summarized by the Quality Management Office or Officer-In-Charge under ARTA Committee. The analyzed data and generated reports will then submit to the committee for proper dissemination and communication to the Top Management. These feedbacks are transmitted to the Office of the President and Quality Assurance Office for information, dissemination, and appropriate actions.
How to file a complaint	To file a complaint, the clientele shall fill the prescribed form on the complaint portion and drop to the designated suggestion/complaint box in front of office vicinity with the following details: • Full name and address of complainant • Incident • Evidence This then processed by the Complaint Officer and communicated to the ARTA committee for proper action.
How complaints are processed	The complaint officer shall open the complaint box and determine forms with complaints and then proceed with evaluation. The complaint officer shall then investigate and communicate to the appropriate committee handling service complaints or ARTA committee.

	For online transaction and feedback, the website administrator or in-charge will communicate to the Quality Assurance Office as to the response of the feedback survey transacted online.
CONTACT INFORMATION	
Contact Center ng Bayan (CCB)	**0908-881-6565**
Presidential Complaint Center (PCC)	**8888**
Anti-Red Tape Authority (ARTA)	**478-5093**
Local/Sulu State College	**09171339112** Email us at sulustatecollege2018@gmail.com

LIST OF OFFICES

OFFICES	ADDRESS	EMAIL
Office of the President	Capitol Site, Bangkal, Patikul, Sulu	otp@sulustatecollege.edu.ph
Office of the Vice President	Capitol Site, Bangkal, Patikul, Sulu	o.vpaa@sulustatecollege.edu.ph
Office of Board Secretary	Capitol Site, Bangkal, Patikul, Sulu	o.boardsec@sulustatecollege.edu.ph
General Administration and Support Service Office	Capitol Site, Bangkal, Patikul, Sulu	o.admin@sulustatecollege.edu.ph
College of Teacher Education	Capitol Site, Bangkal, Patikul, Sulu	cte@sulustatecollege.edu.ph
College of Business Administration and Management	Capitol Site, Bangkal, Patikul, Sulu	cbam@sulustatecollege.edu.ph
College of Arts and Sciences	Capitol Site, Bangkal, Patikul, Sulu	cas@sulustatecollege.edu.ph
College of Computing Studies	Capitol Site, Bangkal, Patikul, Sulu	ccs@sulustatecollege.edu.ph
School of Nursing	Capitol Site, Bangkal, Patikul, Sulu	sn@sulustatecollege.edu.ph
School of Agriculture	Gandasuli, Patikul, Sulu	sa@sulustatecollege.edu.ph
School of Social Work	Capitol Site, Bangkal, Patikul, Sulu	-
School of Computer Engineering	Capitol Site, Bangkal, Patikul, Sulu	scpe@sulustatecollege.edu.ph
School of Criminal Justice Education	Capitol Site, Bangkal, Patikul, Sulu	scje@sulustatecollege.edu.ph
Graduate Studies	Capitol Site, Bangkal, Patikul, Sulu	gs@sulustatecollege.edu.ph
Curriculum and Instruction	Capitol Site, Bangkal, Patikul, Sulu	o.curdev@sulustatecollege.edu.ph
Quality Assurance	Capitol Site, Bangkal, Patikul, Sulu	o.qa@sulustatecollege.edu.ph
Physical Education and Sports Science	Capitol Site, Bangkal, Patikul, Sulu	o.pess@sulustatecollege.edu.ph
Planning Office	Capitol Site, Bangkal, Patikul, Sulu	o.planning@sulustatecollege.edu.ph
Project Development Office	Capitol Site, Bangkal, Patikul, Sulu	o.prodev@sulustatecollege.edu.ph
Office of Internationalization, Partnership and Linkages	Capitol Site, Bangkal, Patikul, Sulu	oilp@sulustatecollege.edu.ph
Research Office	Capitol Site, Bangkal, Patikul, Sulu	o.research@sulustatecollege.edu.ph
Extension Office	Capitol Site, Bangkal, Patikul, Sulu	o.extension@sulustatecollege.edu.ph
Gender and Development Office	Capitol Site, Bangkal, Patikul, Sulu	o.gad@sulustatecollege.edu.ph

Digital Transformation Office	Capitol Site, Bangkal, Patikul, Sulu	dto@sulustatecollege.edu.ph
Data Protection Office	Capitol Site, Bangkal, Patikul, Sulu	dpo@sulustatecollege.edu.ph
Office Student Affairs and Services	Capitol Site, Bangkal, Patikul, Sulu	o.dsa@sulustatecollege.edu.ph
Admission Office	Capitol Site, Bangkal, Patikul, Sulu	o.admission@sulustatecollege.edu.ph
Office of the Registrar	Capitol Site, Bangkal, Patikul, Sulu	o.registrar@sulustatecollege.edu.ph
Guidance and Placement Center	Capitol Site, Bangkal, Patikul, Sulu	o.guidance@sulustatecollege.edu.ph
College Library	Capitol Site, Bangkal, Patikul, Sulu	o.library@sulustatecollege.edu.ph
Scholarship Office	Capitol Site, Bangkal, Patikul, Sulu	o.unifast@sulustatecollege.edu.ph
Infirmary Office	Capitol Site, Bangkal, Patikul, Sulu	o.clinic@sulustatecollege.edu.ph
Center for Culture and Arts	Capitol Site, Bangkal, Patikul, Sulu	o.culturalcenter@sulustatecollege.edu.ph
Supervising Administrative Office	Capitol Site, Bangkal, Patikul, Sulu	o.sa@sulustatecollege.edu.ph
Human Resource Management Office	Capitol Site, Bangkal, Patikul, Sulu	o.hrmo@sulustatecollege.edu.ph
Accounting Office	Capitol Site, Bangkal, Patikul, Sulu	o.accounting@sulustatecollege.edu.ph
Budget Office	Capitol Site, Bangkal, Patikul, Sulu	o.budget@sulustatecollege.edu.ph
Cashiering Office	Capitol Site, Bangkal, Patikul, Sulu	o.cashier@sulustatecollege.edu.ph
Procurement Office	Capitol Site, Bangkal, Patikul, Sulu	o.procurement@sulustatecollege.edu.ph
Supply and Property Management Office	Capitol Site, Bangkal, Patikul, Sulu	o.supply@sulustatecollege.edu.ph
Record Management and Archiving Office	Capitol Site, Bangkal, Patikul, Sulu	o.record@sulustatecollege.edu.ph
Auxiliary Office	Capitol Site, Bangkal, Patikul, Sulu	o.boardsec@sulustatecollege.edu.ph
Disaster Risk Reduction Office	Capitol Site, Bangkal, Patikul, Sulu	-
Office of Panrehiyong Sentro ng Wika	Capitol Site, Bangkal, Patikul, Sulu	o.swf@sulustatecollege.edu.ph

HELP US SERVE YOU BETTER
CUSTOMER SATISFACTION SURVEY

This survey is designed to measure satisfaction with the services provided by SSC across different client groups, including parents, alumni, applicants, government representatives, businesses, and others. Your responses are anonymous unless you choose to share your contact information.

SECTION 1: Client Profile Information

This section collects basic information to understand the demographics of SSC's clients and to identify trends or recurring issues among specific groups.

Client Type: Select your category to help us identify the client segment and tailor future services.
External: ☐ Parent ☐ Alumni ☐ Supplier ☐ Employee from another government agency
☐ Student Applicant ☐ Others
Internal: ☐ Student ☐ Faculty ☐ Non-Faculty ☐ Others

Date of Transaction: _________________
Sex: ☐ Male ☐ Female
Office/Unit Transacted: ____
Service Availed: ____

SECTION 2: Citizen's Charter Awareness

This section evaluates how well SSC communicates the Citizen's Charter (CC), which outlines the institution's service commitments, process, and fees. This will help to understand the awareness levels, the College can improve its compliance with transparency and client's awareness on citizen's charter.

CC1. Awareness of the Citizen's Charter (CC):

Helps determine if clients are aware of this document and its purpose.
☐1. I know what a CC is, and I saw the CC of the office transacted with.
☐2. I know what a CC is, but I did not see this office's CC.
☐3. I learned of the CC only when I saw this office's CC.
☐4. I do not know what a CC is, and I did not see one in this office.
(Answer 'N/A' on CC2 and CC3 questions).

CC2. Visibility of the CC (if aware or answered 1-3 of CC1):
Evaluates the physical or digital visibility of the CC in the transacted office.
☐1. Extremely Visible ☐2. Fairly Visible ☐3. Somewhat difficult to see ☐4. Not visible at all
☐5. N/A

CC3. Helpfulness of the CC in your transaction (if aware or answered 1-3 of CC1):
☐1. Helped very much ☐2. Moderately helped ☐3. Somewhat helped ☐4. Did not help
☐6. N/A

SECTION 3: Service Quality Dimensions

This section uses a Likert Scale to collect detailed feedback on the quality service provided. allowing SSC to evaluate specific areas of client satisfaction and organizational effectiveness.
INSTRUCTIONS: For SQD (SQD) 0-8, Please put a **check (/) mark** on the column that best corresponds to your answer.

SERVICE QUALITY DIMENTSIONS	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Not Applicable
SQD0: I am satisfied with the service that I availed.						
SQD1: I spent a reasonable amount of time for my transaction.						
SQD2: The office followed the transaction requirements and steps based on the information provided.						
SQD3: The steps (including payment) I needed to do for my transaction were easy to follow.						
SQD4: I easily found information about my transaction from the office or its website.						
SQD5: The fees I paid for my transactions were fair and appropriate. (If service was free, please select N/A)						
SQD 6: I feel the office was fair to everyone, or “walang palakasan” during my transaction.						
SQD 7: The staff treated me with courtesy and provided helpful assistance when needed.						
SQD 8: I received the service I needed from the government office, or if my request was denied, the reason was clearly explained to me.						

Comments/Suggestions on how we can further improve our services (optional):

____

____

____

Client Information:

Name and Signature: ____________________ Contact Number: _________________

Agency/Office/Address: __________________ Email Address: _________________

Thank you very much! Have a great day ahead.